Singapore Accreditation Council

Accreditation System (AC)

SACiNet User Manual (for Conformity Assessment Body)

Version 1.0

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1. INTRODUCTION

This User Manual illustrates the features of **SACiNet** through a step-by-step approach. It serves as a guide for **CABs** to create, maintain, update and upload documents under their respective accounts in SACiNet for the purpose of assessment proceedings under the various SAC accreditation schemes.

General Guidelines

- **Browser**
  - You should use browser IE v7.0 and above to access the system.

- **Forms**
  - **Compulsory Fields**
    - Mandatory fields are denoted with Red asterisk (*).
    - These fields must be filled up to move on the next page.

  - **Date Fields**
    - Date must be selected from the calendar icon.

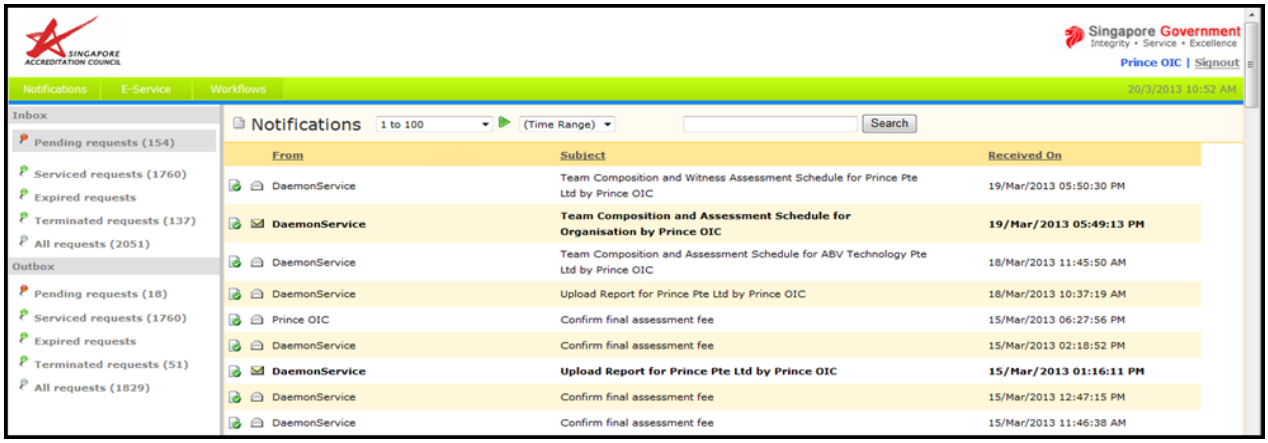
  - **File Uploads**
    - Each file upload is limited to 20MB in size.
    - If you need to upload several documents for a particular field, you can zip the documents first and upload the zipped file.

  - **Icon Tooltips**
    - Pointing the mouse over an icon displays the short description of its function.

- **Workflow**
  - **Acknowledgement Email** – An email sent to you by SACiNet to acknowledge actions that you have performed in the system.

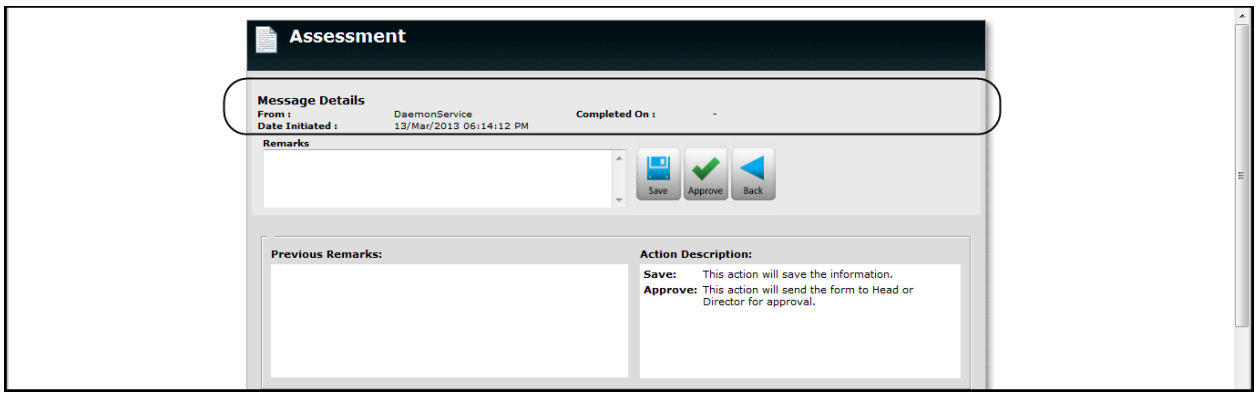
  - **Notification Email** – An email sent to you by SACiNet when:
    1. There is a pending request that you need to process; or
    2. You need to be informed of the result for your submitted requests.

  - **Notifications**



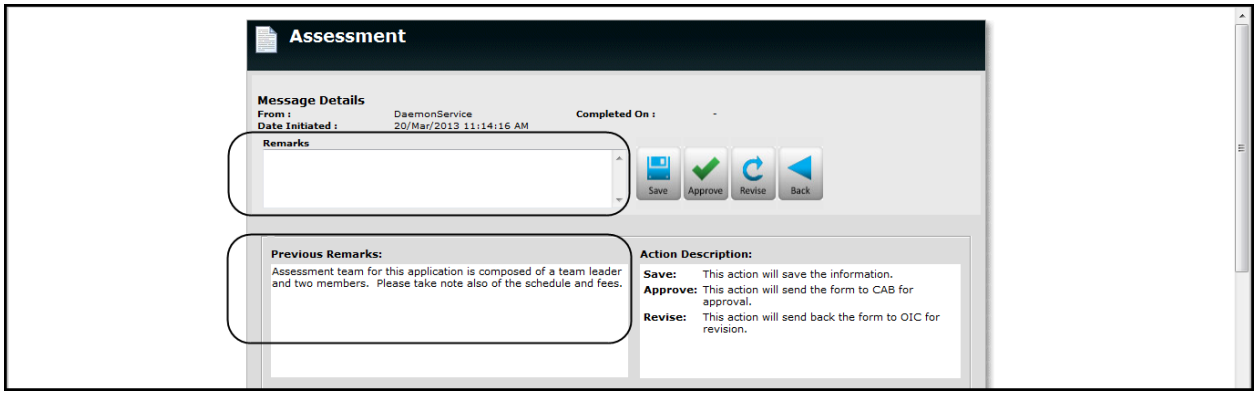
    - These contain the detailed information concerning any request that you need to process and perform. Such notifications can be viewed in the **Notifications** listing page. In this page, they are categorized or grouped into:
      - **Pending Requests** – requests on pending process and yet to be acted upon.
      - **Serviced Request** – requests that has been acted upon and submitted.
      - **Expired Requests** – requests that have lapsed its set process deadline.
      - **Terminated Requests** – requests that were ceased for process.
      - **All Requests** – compilation of all the above requests.
    - The numeric value enclosed in parenthesis indicates the number of requests for each category or group mentioned above.

- **Detailed Request Form**
  - **Top Heading Fields**



- From – identifies the sender of the notification.
- Date Initiated – indicates the date and time when the notification is received.
- Completed On – indicates the date and time when the action is submitted.

  - **Remarks**


Assessment
Message Details
From : DaemonService
Completed On : -
Date Initiated : 20/Mar/2013 11:14:16 AM
Remarks
Save
Approve
Revise
Back
Previous Remarks:
Assessment team for this application is composed of a team leader and two members. Please take note also of the schedule and fees.
Action Description:
Save: This action will save the information.
Approve: This action will send the form to CAB for approval.
Revise: This action will send back the form to OIC for revision.

- Remarks – entry field for any comments or message that you would like to relay to the person whom you are sending the form.
- Previous Remarks – read-only field that displays the comments or message from the sender.

  - **Action Buttons & Descriptions**

Assessment
Message Details
From :
DaemonService
Date Initiated :
20/Mar/2013 11:14:16 AM
Completed On :
Remarks
Save
Approve
Revise
Back
Previous Remarks:
Assessment team for this application is composed of a team leader and two members. Please take note also of the schedule and fees.
Action Description:
Save: This action will save the information.
Approve: This action will send the form to CAB for approval.
Revise: This action will send back the form to OIC for revision.

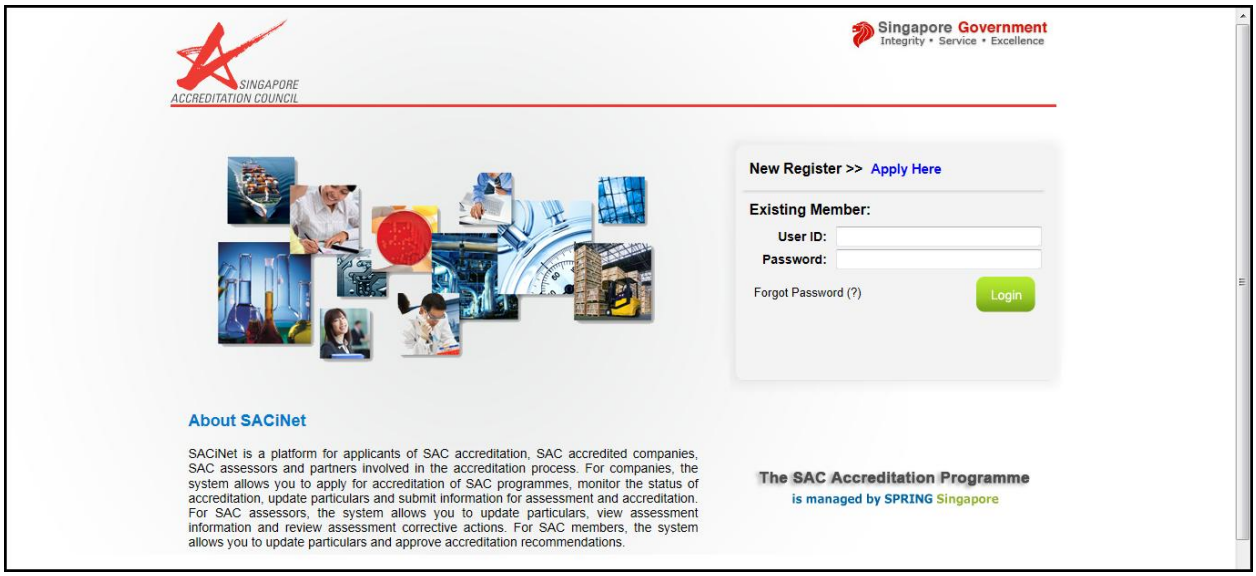
These buttons are normally located at the top right section of the form beside the Remarks, and the descriptions can be found in the box below them.

- Save – This action saves the information in the form.
- Approve – This action routes the request to the next process.
- Reject / Revise – This action routes the request to the previous process.
- Back – This action redirects to the notification listing.

2. CAB REGISTRATION AND PROFILE MANAGEMENT

2.1 How to register as CAB?

1. Type this URL https://sacinet.spring.gov.sg/ into your IE browser address bar to display the **SACiNet** login page


Singapore Government
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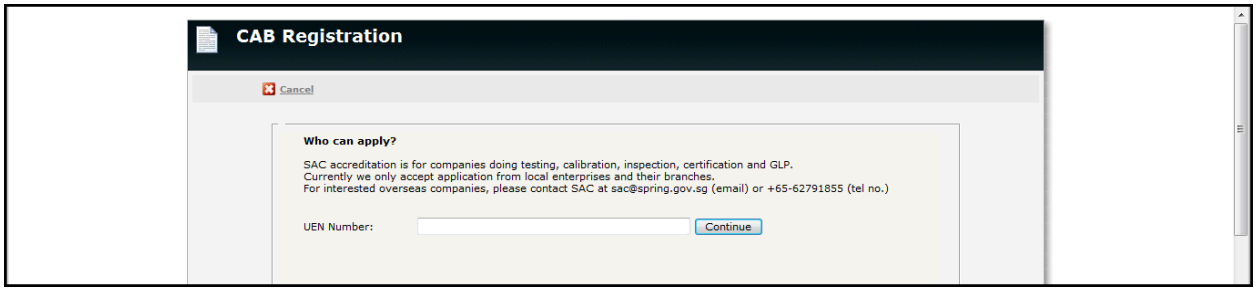
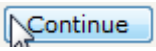
SINGAPORE ACCREDITATION COUNCIL
New Register >> Apply Here
Existing Member:
User ID:
Password:
Forgot Password (?)
Login
About SACiNet
SACiNet is a platform for applicants of SAC accreditation, SAC accredited companies, SAC assessors and partners involved in the accreditation process. For companies, the system allows you to apply for accreditation of SAC programmes, monitor the status of accreditation, update particulars and submit information for assessment and accreditation. For SAC assessors, the system allows you to update particulars, view assessment information and review assessment corrective actions. For SAC members, the system allows you to update particulars and approve accreditation recommendations.
The SAC Accreditation Programme
is managed by SPRING Singapore

   a. Click the hyperlink **Apply Here** to display the CAB registration form.

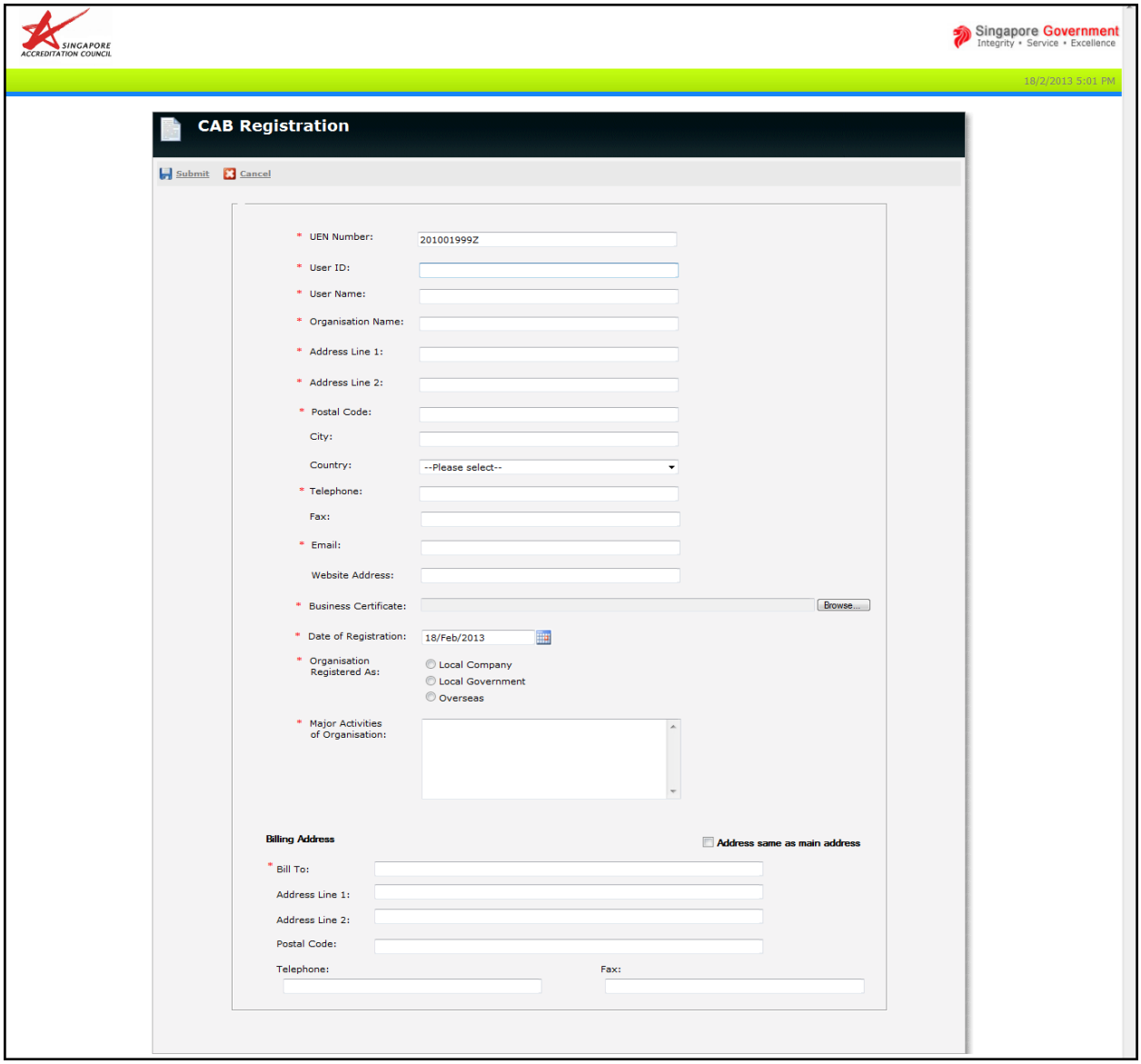
2. Display will be directed to this page


CAB Registration
Cancel
Who can apply?
SAC accreditation is for companies doing testing, calibration, inspection, certification and GLP.
Currently we only accept application from local enterprises and their branches.
For interested overseas companies, please contact SAC at sac@spring.gov.sg (email) or +65-62791855 (tel no.)
UEN Number:
Continue

   a. Enter **UEN (Unique Entity Number),** and then click 

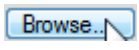
button.

3. Rest of the Registration form will be displayed



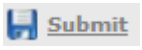
a. If your **UEN (Unique Entity Number)** has an existing record, related information will be auto-populated in the form except for **Username** and **User ID**. Your registration will be treated as a new account. If no existing record is found, it will display the form with blank fields for you to fill up.

b. Enter particular details in the specified fields.

c. Click the 

button for file attachments.

d. Click the **Calendar** icon to select date.

e. Click  button.

f. Click the button to exit.

Note:

An e-mail will be sent to the e-mail address indicated in your registration form. It is an acknowledgement of your successful registration and it contains your temporary password to login to **SACiNet**.

2.2 How to login as registered CAB in SACiNet?

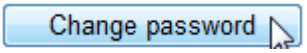
1. For your first login, please check the acknowledgement email sent by **SACiNet**. This e-mail contains your confirmed **User ID** and a system generated **Password**. Go to **SACiNet** login page.

a. Enter your registered **User ID** and the system generated **Password** that have been sent to your email. Then, click button.

2. Display will be directed to this page

Change Password
Please change your password, to continue.
*Old password
(Password format: minimum 8 alphanumeric characters containing at least 1 uppercase letter, 1 lowercase letter and 1 digit)
*New password
*Confirm new password
Change password

a. For security reasons, you are advised to change your password immediately. To change it, key-in the **Old password**, **New password**, and **Confirm new password** in the respective fields provided.

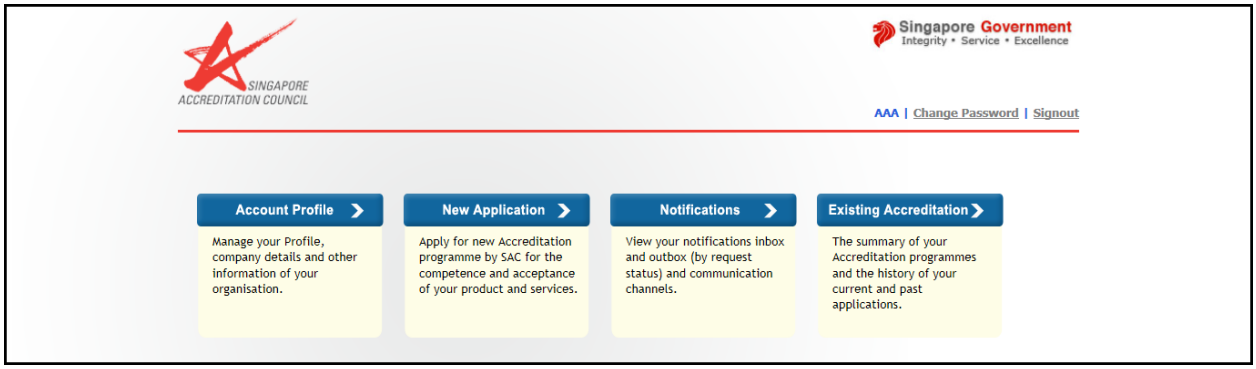
b. Click  button .

3. Display will indicate that password has been successfully changed

a. Click **Go back to the home page** hyperlink to navigate to the login page.

b. Again, key-in your registered **User ID** but this time use the new password, then click button**.**

4. Display will be directed to this page


SINGAPORE ACCREDITATION COUNCIL
Singapore Government
Integrity • Service • Excellence
AAA | Change Password | Signout
Account Profile
Manage your Profile, company details and other information of your organisation.
New Application
Apply for new Accreditation programme by SAC for the competence and acceptance of your product and services.
Notifications
View your notifications inbox and outbox (by request status) and communication channels.
Existing Accreditation
The summary of your Accreditation programmes and the history of your current and past applications.

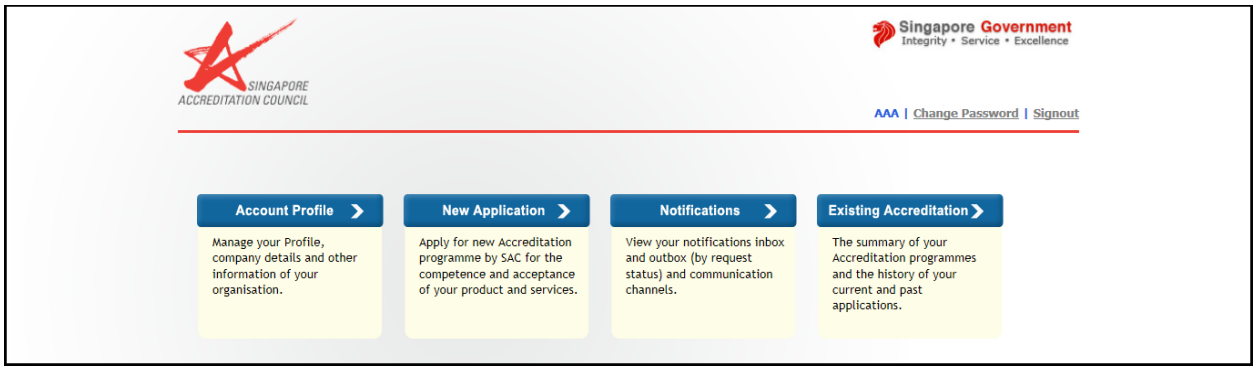
Note:

After a successful login, CAB is prompted with 4 options:

- **Account Profile** to manage your profile
- **New Application** to apply for new accreditation program by SAC
- **Notifications** to view notifications by request status
- **Existing Accreditation** to view summary and history of current and past applications

2.3 How to View or Edit your (CAB) profile?

1. After a successful login as **CAB** member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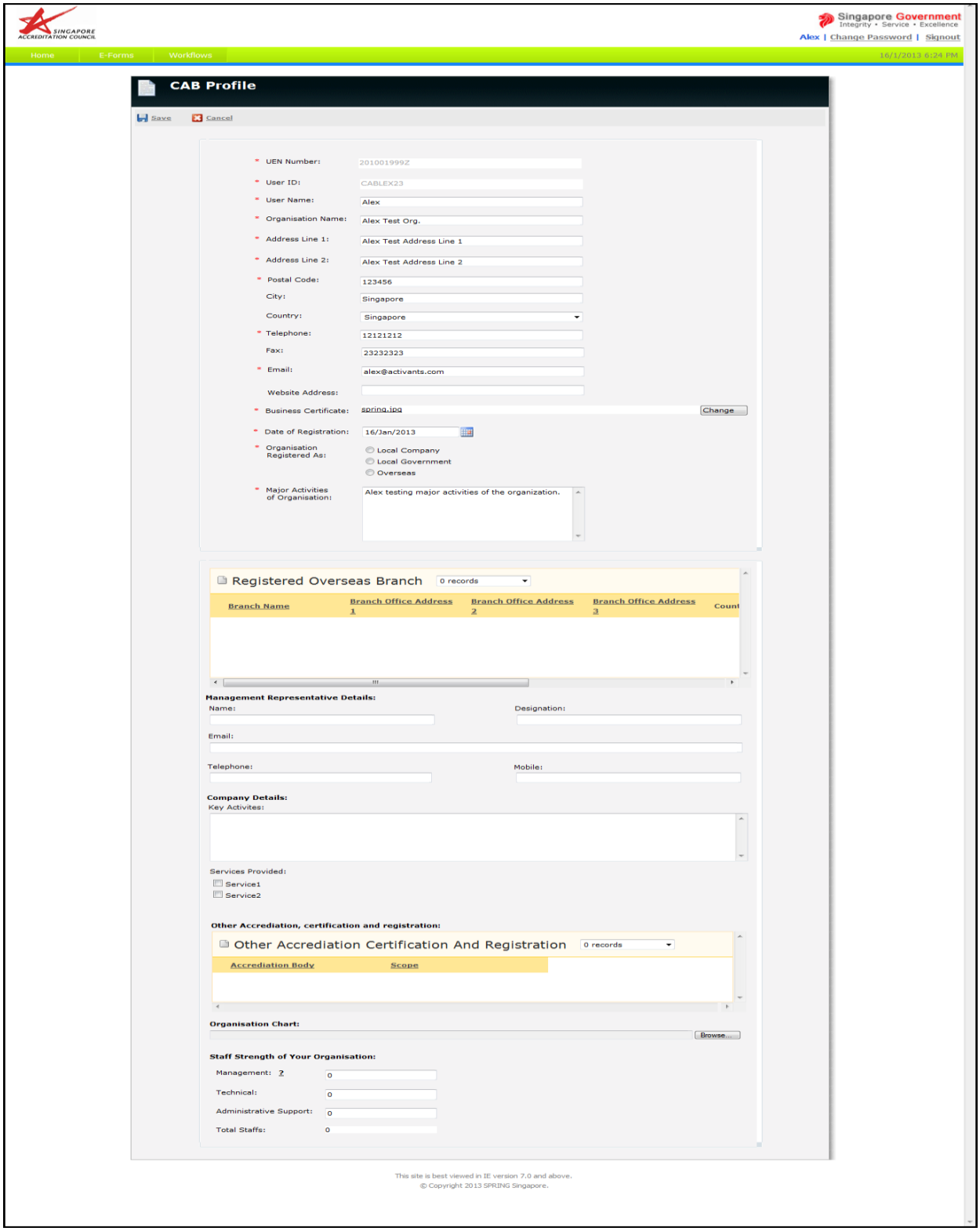
AAA | Change Password | Signout
Account Profile
Manage your Profile, company details and other information of your organisation.
New Application
Apply for new Accreditation programme by SAC for the competence and acceptance of your product and services.
Notifications
View your notifications inbox and outbox (by request status) and communication channels.
Existing Accreditation
The summary of your Accreditation programmes and the history of your current and past applications.

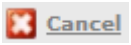
   a. Click

.

2. Display will be directed to this page

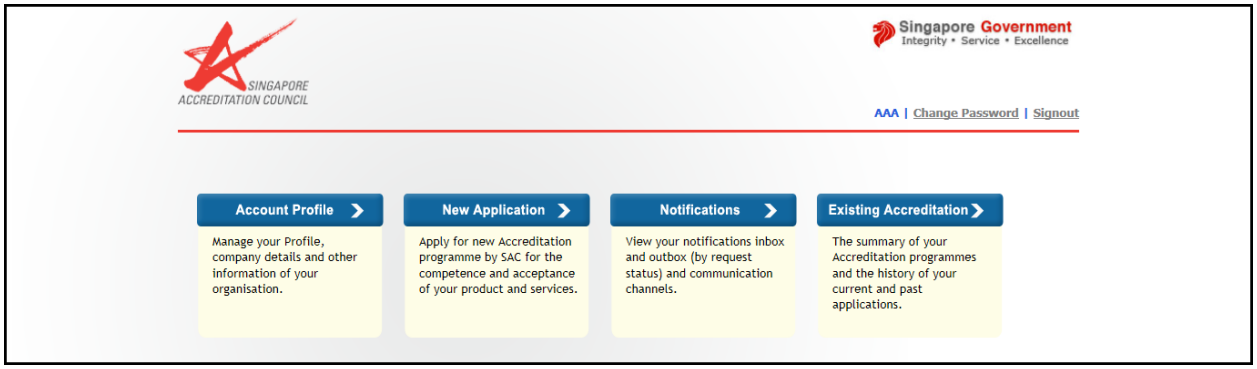


a. CAB profile form will be displayed with the details submitted in the registration. In this form, details can be updated except for the **UEN** and **User ID**.

b. After updating your profile, click button at the top left corner of the form to save changes. You can click  button if you want the changes to be disregarded.

2.4 How to change password (CAB)?

1. After a successful login as CAB member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Singapore Government
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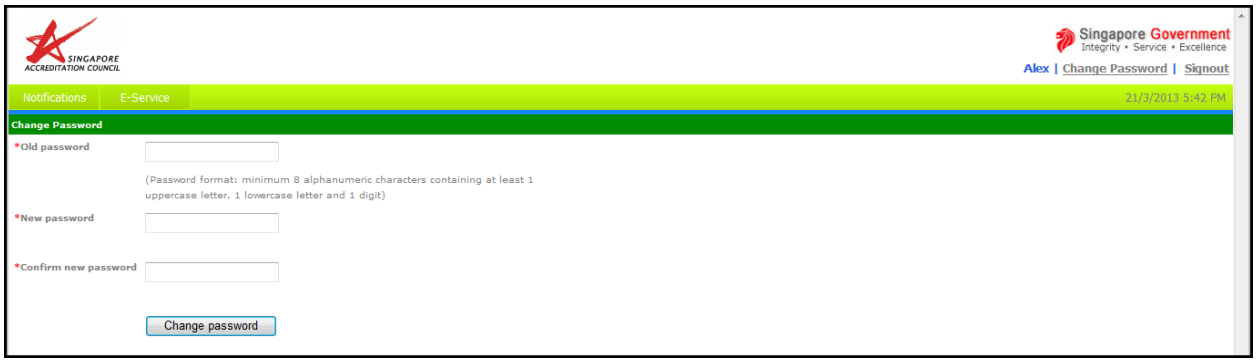
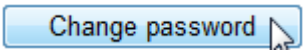
AAA | Change Password | Signout
Account Profile
Manage your Profile, company details and other information of your organisation.
New Application
Apply for new Accreditation programme by SAC for the competence and acceptance of your product and services.
Notifications
View your notifications inbox and outbox (by request status) and communication channels.
Existing Accreditation
The summary of your Accreditation programmes and the history of your current and past applications.

a. Click **Change Password** hyperlink.

2. Display will be directed to this page



c. Key-in the **Old password**, **New password**, and **Confirm new password** in the respective fields provided.

d. Click  button.

3. Display will indicate that password has been successfully changed

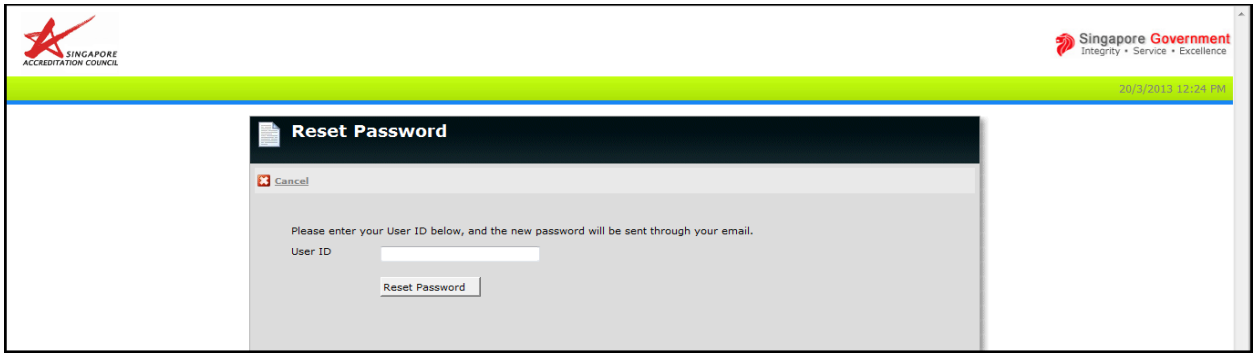
a. Click **Go back to the home page** hyperlink to navigate to the login page. This time use your new password to login.

2.5 How to reset password when it is forgotten?

1. In **SACiNET** login page

a. Click **Forgot Password (?)** hyperlink.

2. Display will be directed to this page


SINGAPORE ACCREDITATION COUNCIL
Singapore Government
Integrity • Service • Excellence
20/3/2013 12:24 PM
Reset Password
Cancel
Please enter your User ID below, and the new password will be sent through your email.
User ID
Reset Password

a. Key-in your **User ID**, then click Reset Password button.

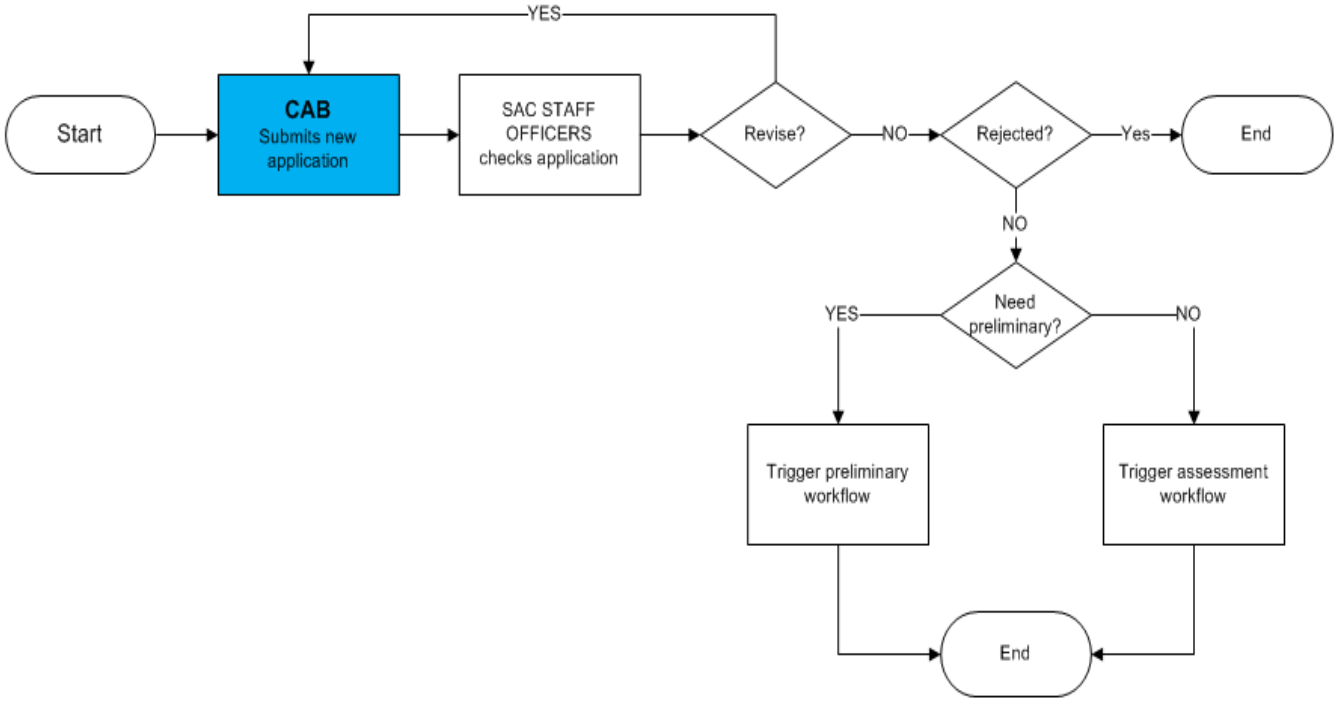
Note:

A new system generated password will be sent to your email. Use this password on your next login and change it to your own password.

3. CAB INITIAL APPLICATION

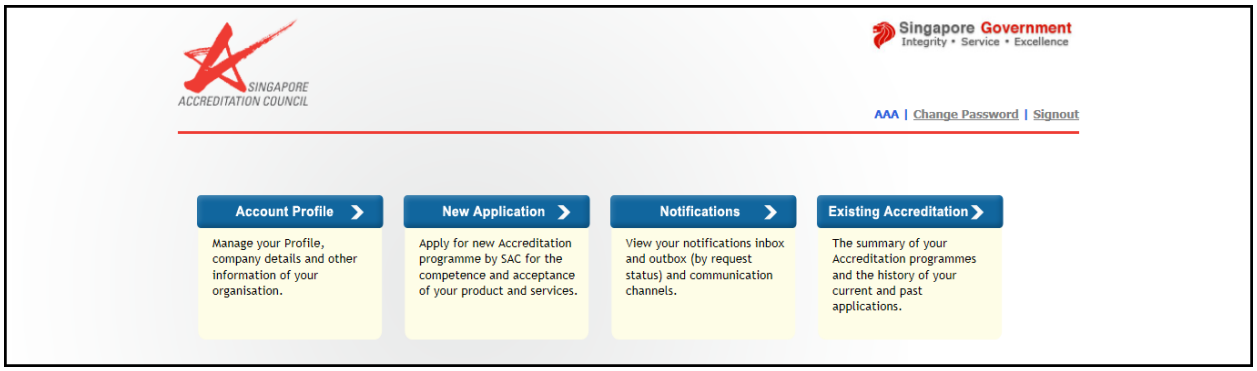
3.1 Initial Application Submission

Workflow Diagram



3.1.1 Apply and submit initial application (CAB)

1. After a successful login, proceed to **New Applications**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Account Profile
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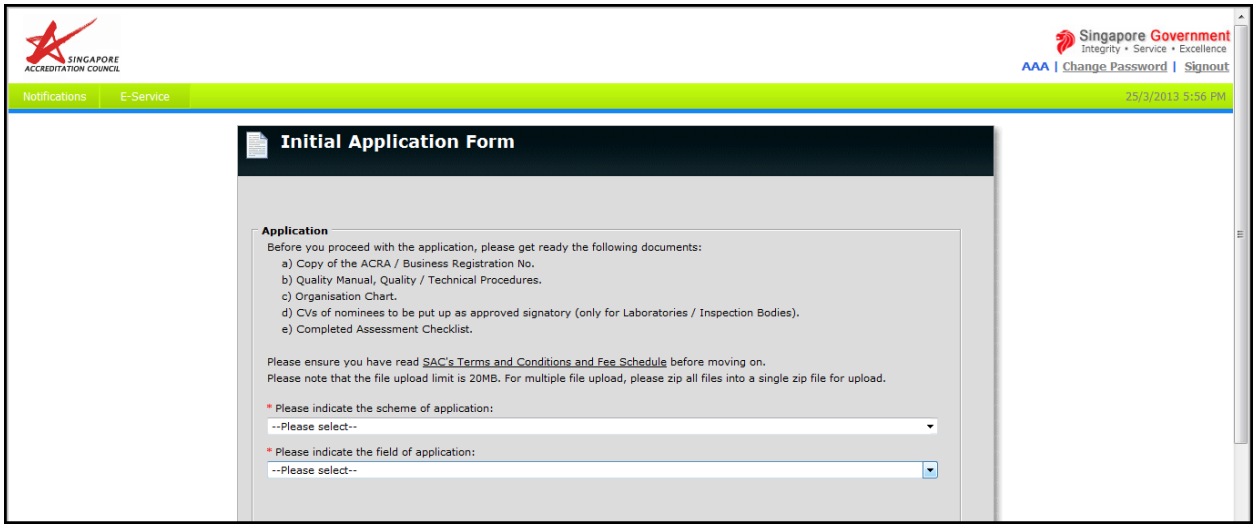
New Application
Apply for new Accreditation programme by SAC for the competence and acceptance of your product and services.
Notifications
View your notifications inbox and outbox (by request status) and communication channels.
Existing Accreditation
The summary of your Accreditation programmes and the history of your current and past applications.

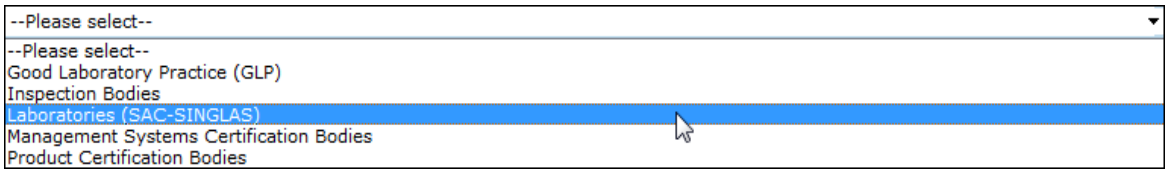
   a. Click

.

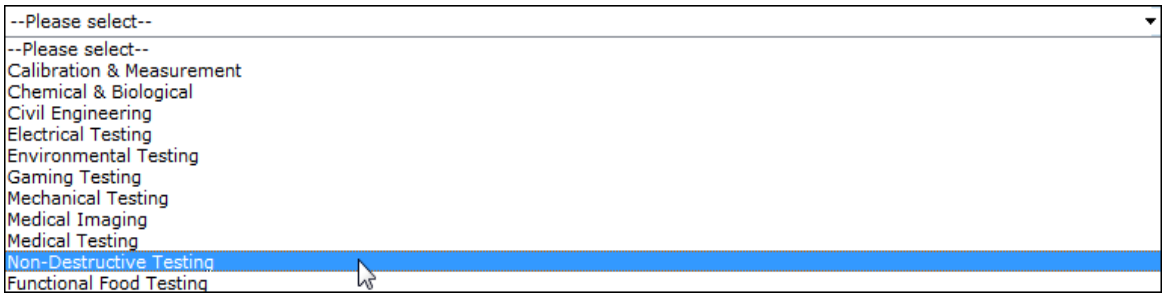
2. Initial Application form will be displayed


SINGAPORE ACCREDITATION COUNCIL
Singapore Government
Integrity • Service • Excellence
AAA | Change Password | Signout
Notifications
E-Service
25/3/2013 5:56 PM
Initial Application Form
Application
Before you proceed with the application, please get ready the following documents:
a) Copy of the ACRA / Business Registration No.
b) Quality Manual, Quality / Technical Procedures.
c) Organisation Chart.
d) CVs of nominees to be put up as approved signatory (only for Laboratories / Inspection Bodies).
e) Completed Assessment Checklist.
Please ensure you have read SAC's Terms and Conditions and Fee Schedule before moving on.
Please note that the file upload limit is 20MB. For multiple file upload, please zip all files into a single zip file for upload.
* Please indicate the scheme of application:
--Please select--
* Please indicate the field of application:
--Please select--

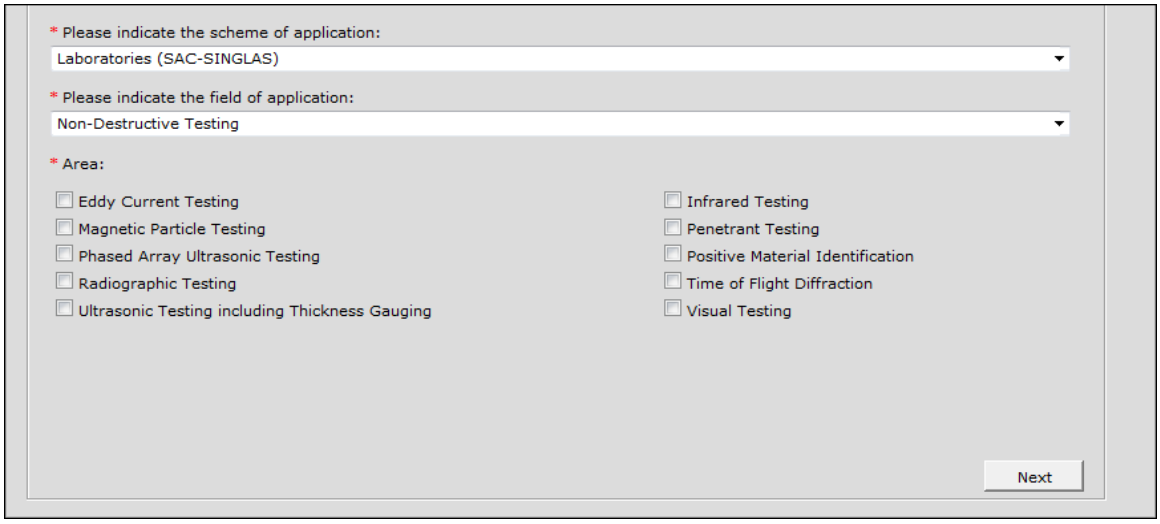
a. Click drop down icon and choose scheme of application from the drop down list. Wait for the system to generate the fields of application.

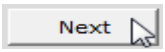


b. Click drop down icon and choose field of application form the drop down list. Fields will depend on the chosen scheme. Again, wait for the system to generate the areas of application.



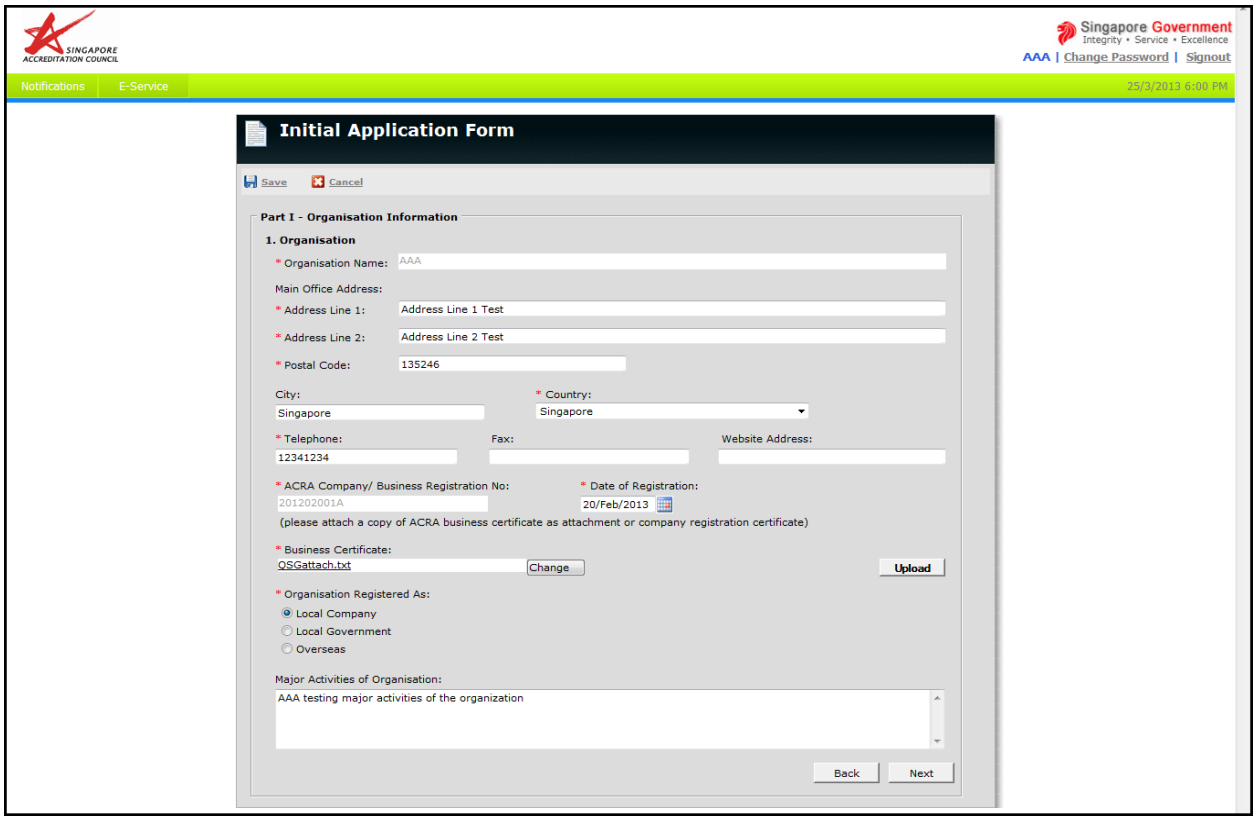
c. Please wait until the system loads the areas of application and displays them in the form. Areas to be displayed will depend on the chosen scheme and field. Choose and click area(s) of application.

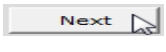


d. Click 

button.

3. Part I of the initial application form will be displayed



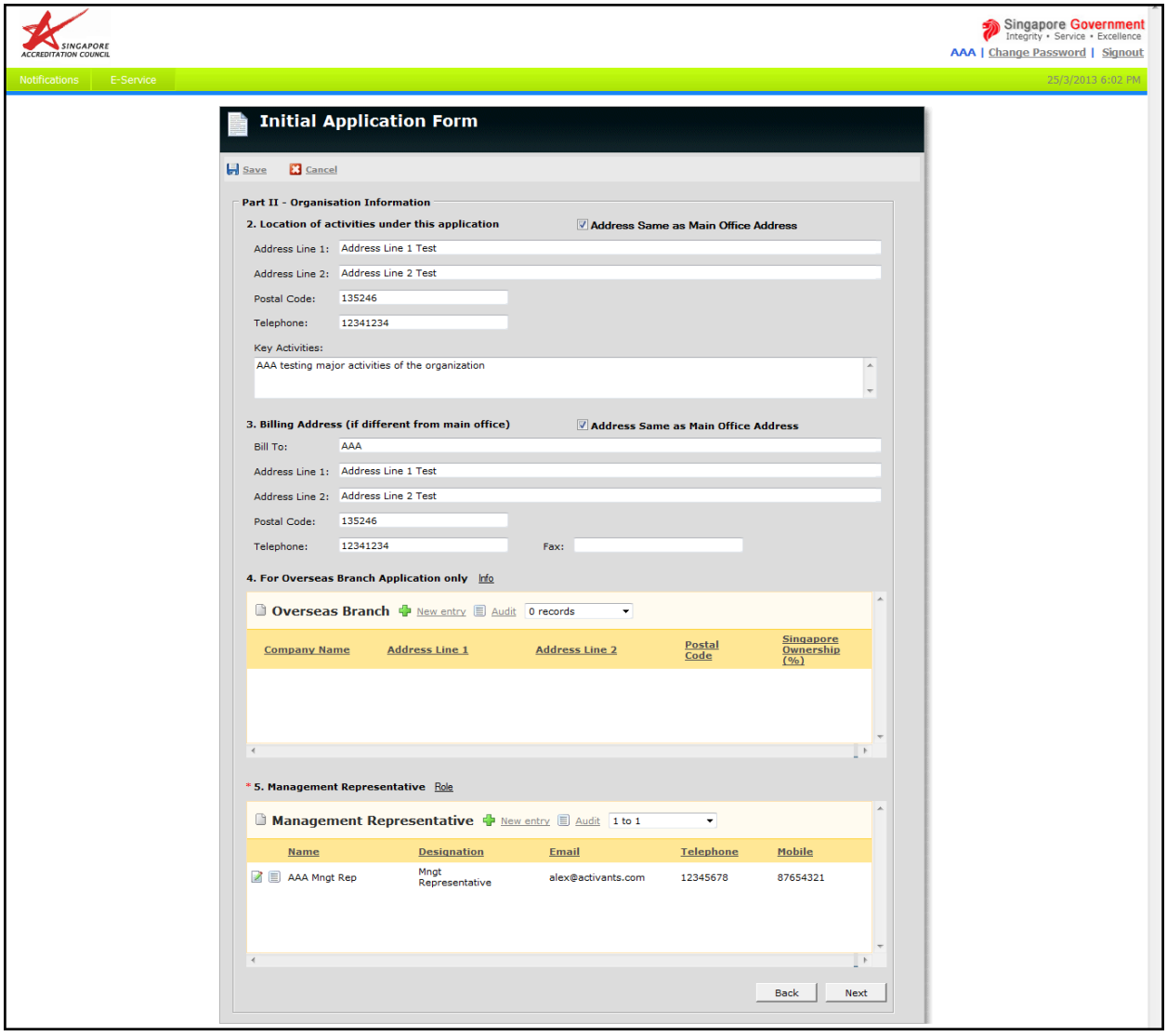
a. This part of the form will be displayed with the organization details from the CAB profile. Any changes made in this form will be saved in the CAB profile. Click 

button.

Note:

If you wish to submit this application later, you can save the application by clicking the Save icon. Refer to 3.1.2 on how to find and come back to this saved application.

4. Part II of the initial application form will be displayed

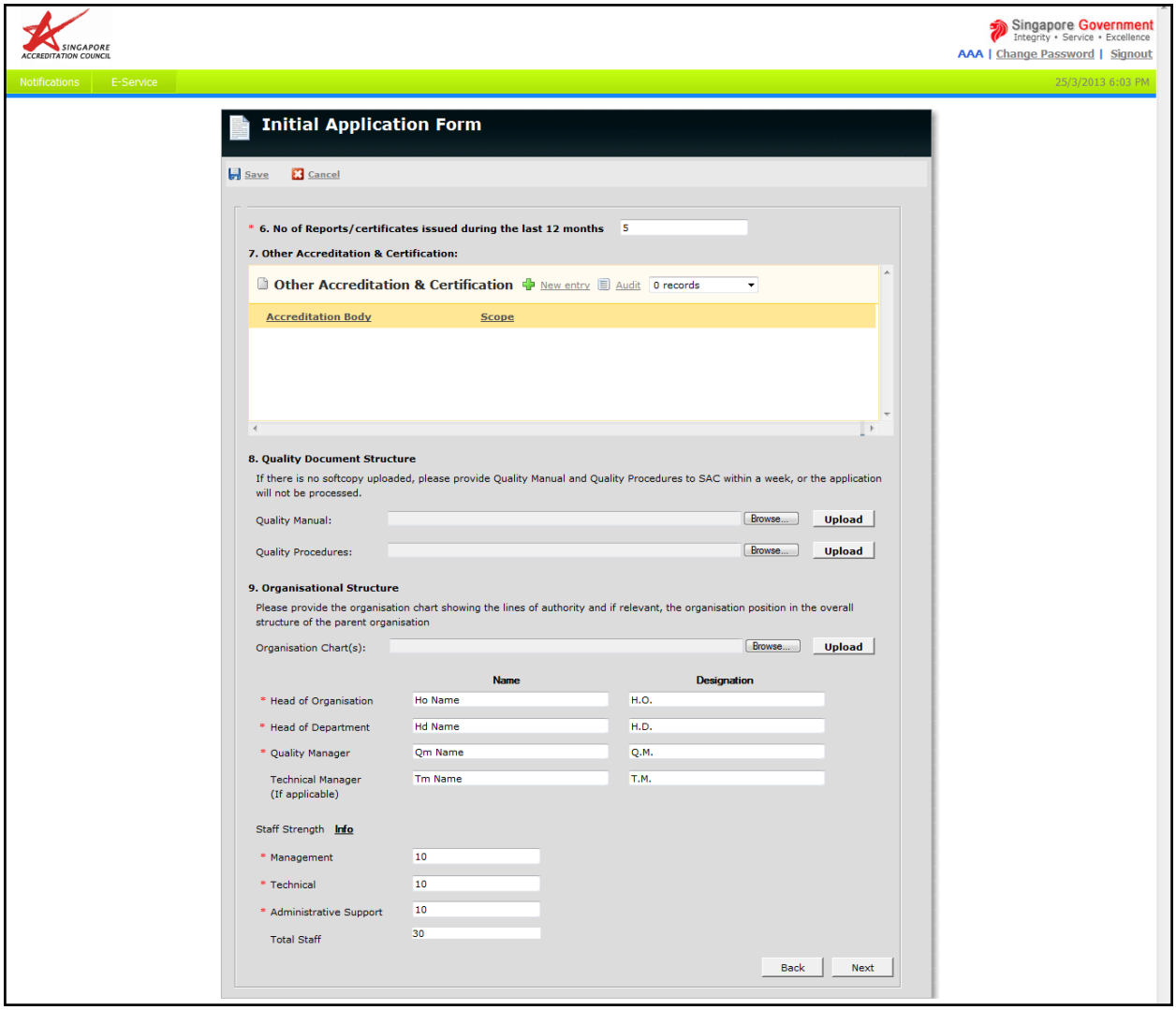


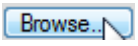
a. Click applicable check boxes and/or fill-in applicable text fields.

b. Click icon to display the sub-form and fill-in the necessary fields if required or if applicable. Click Save button.

c. Click Next button.

5. Next part of the initial application form will be displayed



a. Fill-in the necessary and/or applicable fields. Click 

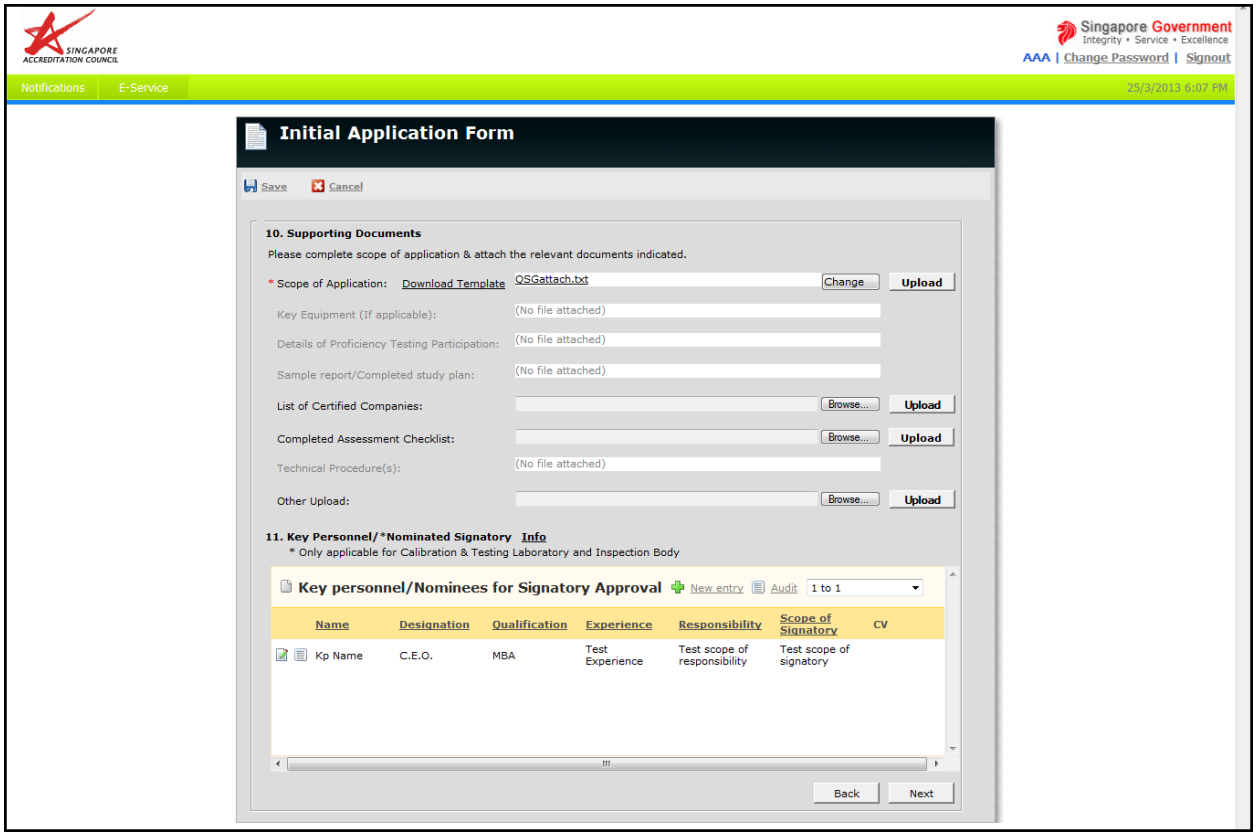
to find the location of the file to upload, and then click

to attach the file.

b. Click

button.

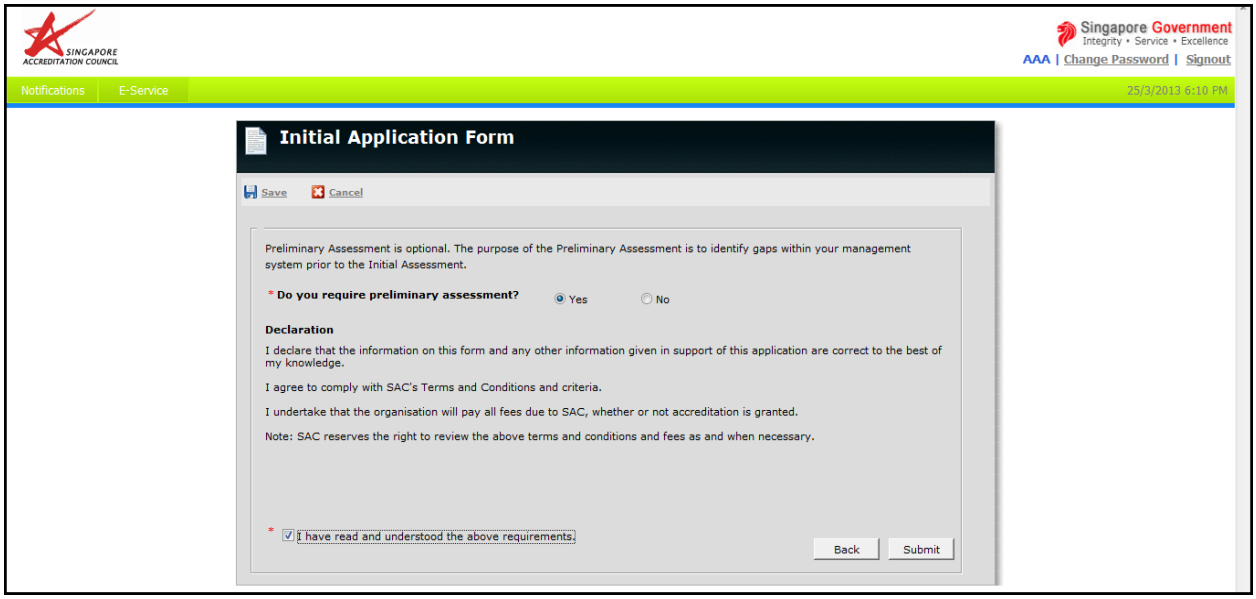
6. Next part of the initial application form will be displayed



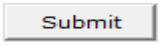
a. In the **Scope of Application**, click **Download Template**, complete the fields and save it in your local hard disk. Next, upload the file as an attachment in the Scope of Application. Click Browse... and then click Upload to attach the file. Fill-in the fields in the sub-form if necessary or if applicable.

b. Click Next button.

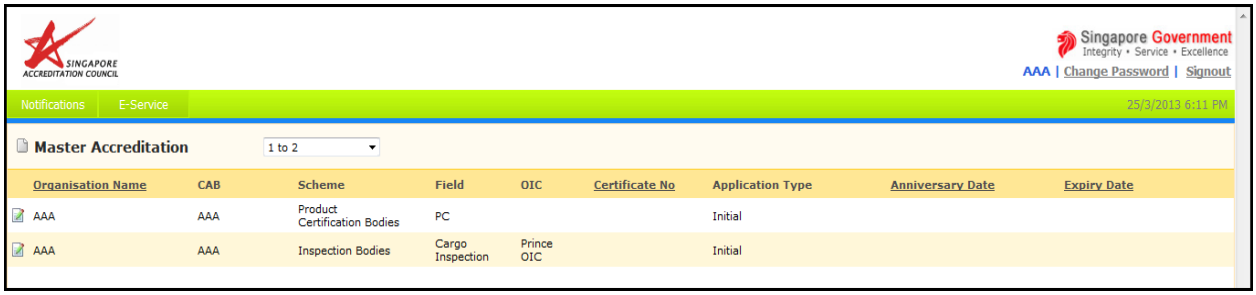
7. Next part of the initial application form will be displayed


SINGAPORE ACCREDITATION COUNCIL
Singapore Government
Integrity • Service • Excellence
AAA | Change Password | Signout
Notifications
E-Service
25/3/2013 6:10 PM
Initial Application Form
Save
Cancel
Preliminary Assessment is optional. The purpose of the Preliminary Assessment is to identify gaps within your management system prior to the Initial Assessment.
* Do you require preliminary assessment?
Yes
No
Declaration
I declare that the information on this form and any other information given in support of this application are correct to the best of my knowledge.
I agree to comply with SAC's Terms and Conditions and criteria.
I undertake that the organisation will pay all fees due to SAC, whether or not accreditation is granted.
Note: SAC reserves the right to review the above terms and conditions and fees as and when necessary.
* I have read and understood the above requirements.
Back
Submit

a. Click if application needs preliminary assessment and if it does not. Click the declaration checkbox.

b. Click  button.

8. Display will be directed to existing application list in **Master Accreditation** page



Note:

After application has been submitted, you will receive an acknowledgement email from **SACiNet**. This email confirms that your application has been successfully submitted. Workflow is then initialized and the application will be evaluated.

If the application is rejected, it will not be pushed through the accreditation process.

If the application is accepted, it will be routed either to:

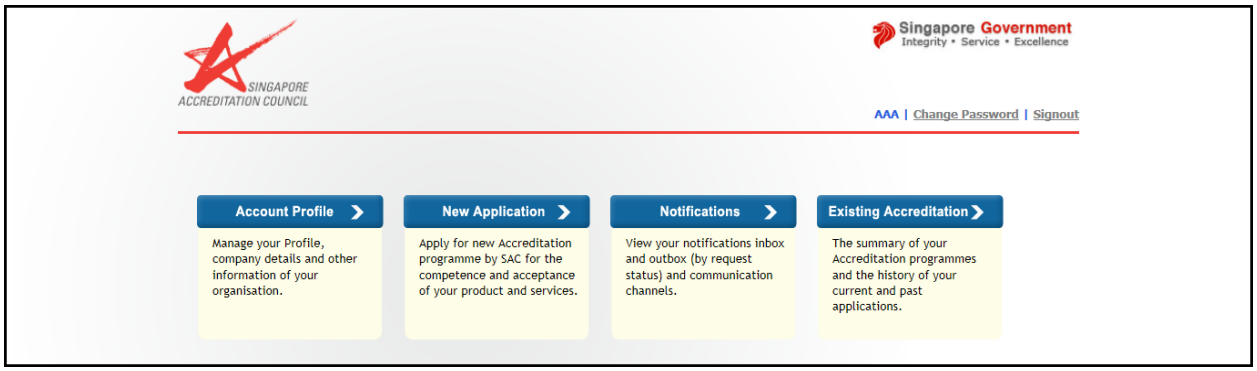
1. Preliminary assessment workflow, if you indicated the need of a preliminary assessment during the application; or
2. Proceed with the assessment workflow.

It is also possible that the application will be returned back to you for the purpose of revision.

Along the process, the system will require your taking action at certain stages so that the application can go through its course. You will receive the notification email when such needs arise.

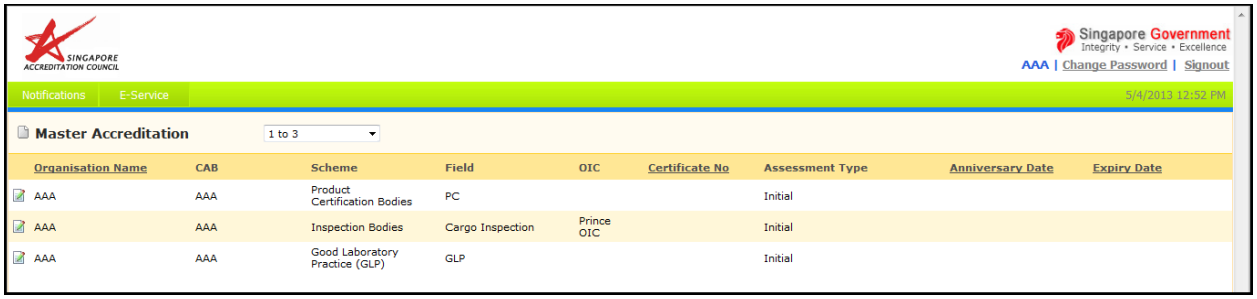
3.1.2 Submit saved application (CAB)

1. From this page


Singapore Government
Integrity • Service • Excellence
SINGAPORE ACCREDITATION COUNCIL
AAA | Change Password | Signout
Account Profile
Manage your Profile, company details and other information of your organisation.
New Application
Apply for new Accreditation programme by SAC for the competence and acceptance of your product and services.
Notifications
View your notifications inbox and outbox (by request status) and communication channels.
Existing Accreditation
The summary of your Accreditation programmes and the history of your current and past applications.

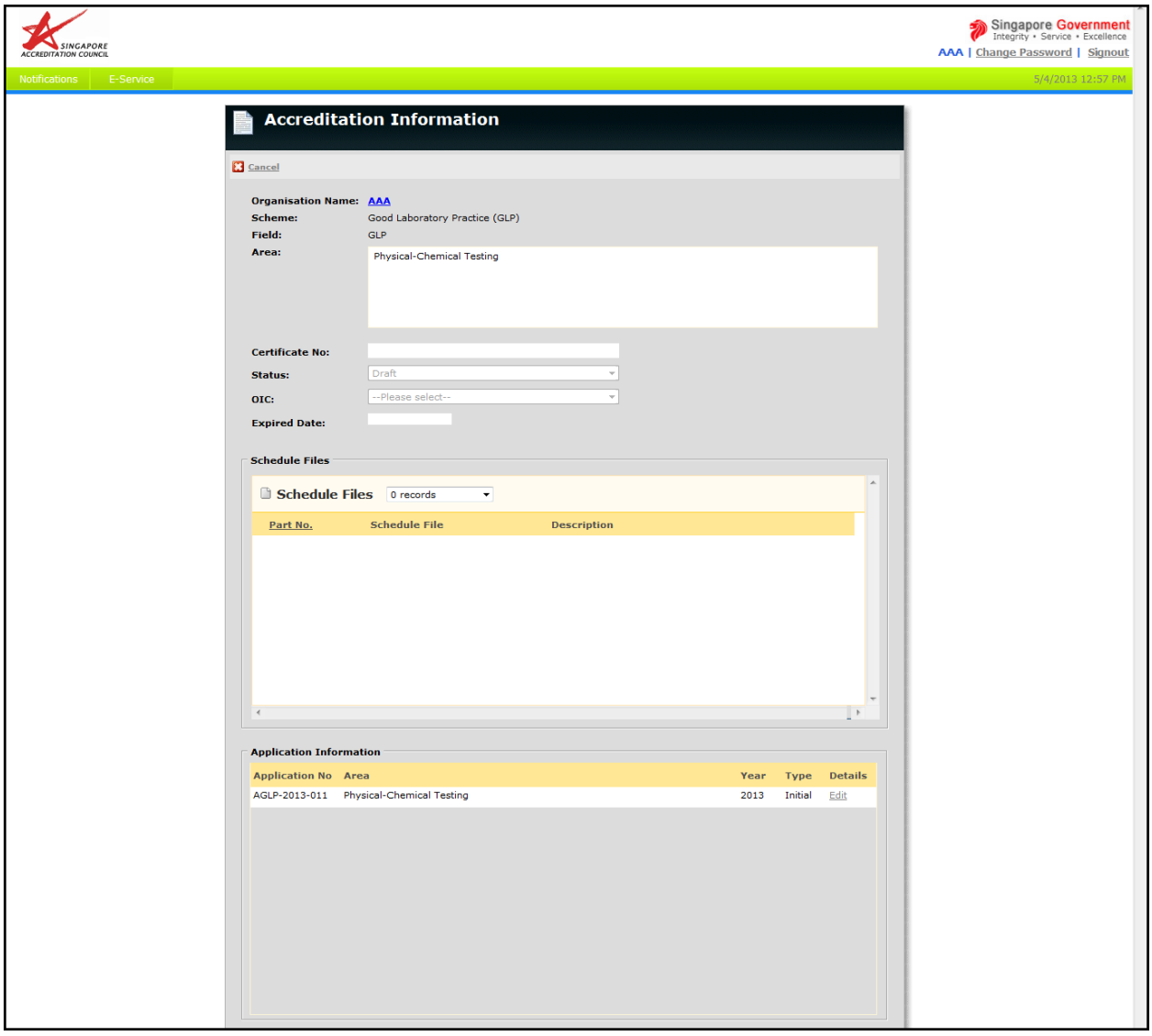
a. Click Existing Accreditation.

2. Display will be directed to the Master Accreditation listing



a. Click the **Edit/View** icon of corresponding saved application.

3. Accreditation Information form will be displayed

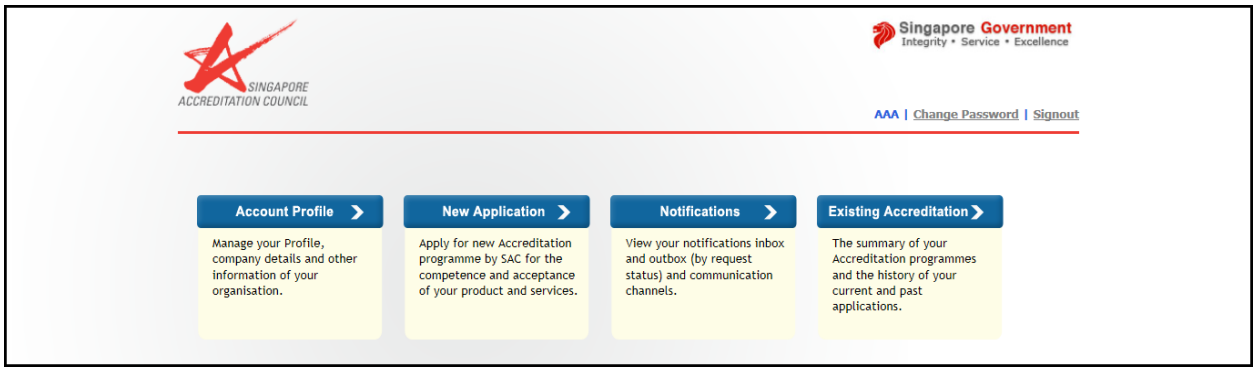


a. In the **Application Information** group box, under the **Details** column click **Edit** hyperlink to display the saved form. Refer to 3.1.1 to complete the submission.

3.1.3 Master Accreditation

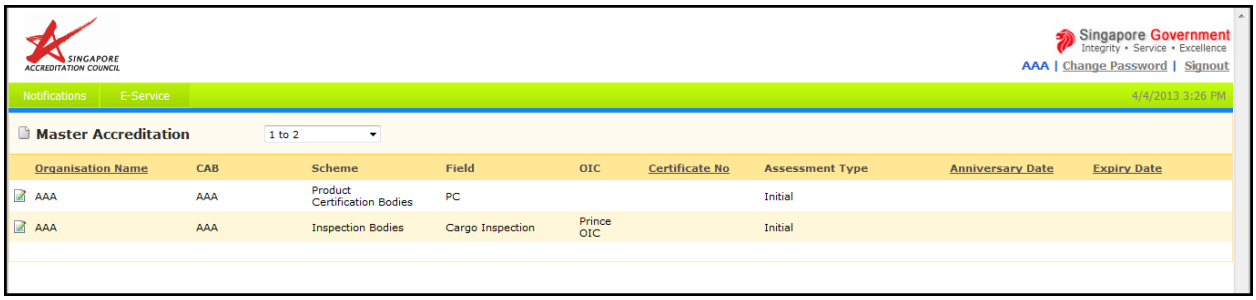
In this page, all your existing applications can be viewed: past applications with active, inoperative, suspended, withdrawn and rejected status and current applications under process including those that has been drafted but not yet submitted.

1. From this page


SINGAPORE ACCREDITATION COUNCIL
Singapore Government
Integrity • Service • Excellence
AAA | Change Password | Signout
Account Profile
Manage your Profile, company details and other information of your organisation.
New Application
Apply for new Accreditation programme by SAC for the competence and acceptance of your product and services.
Notifications
View your notifications inbox and outbox (by request status) and communication channels.
Existing Accreditation
The summary of your Accreditation programmes and the history of your current and past applications.

a. Click Existing Accreditation.

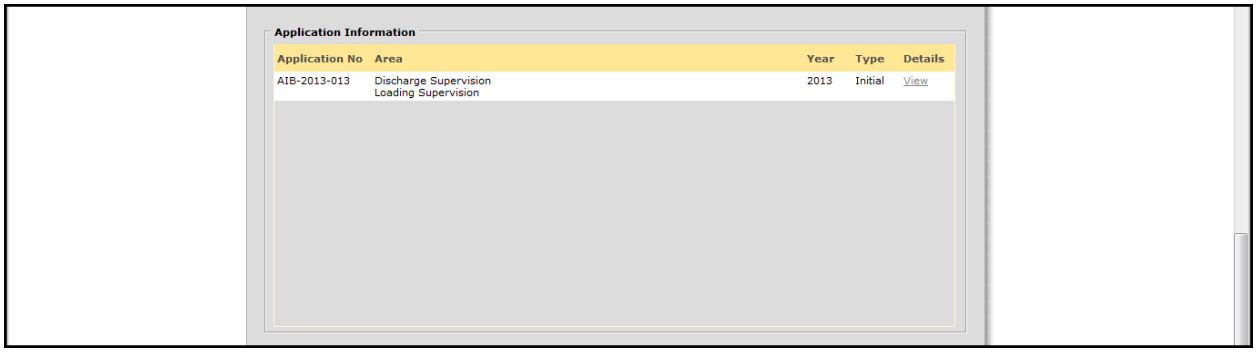
2. Display will be directed to the Master Accreditation listing



a. The application summary table includes the following information:
   - Organization Name
   - CAB or User Name
   - Scheme
   - Field
   - OIC
   - Certificate No.
   - Assessment Type
   - Anniversary Date
   - Expiry Date

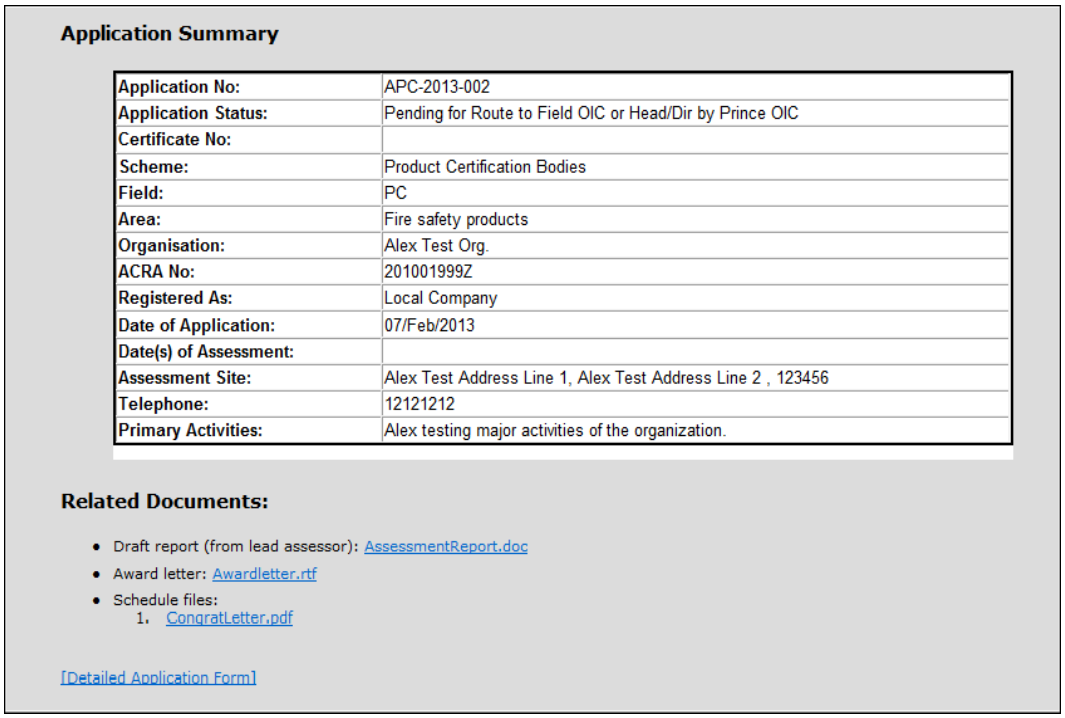
b. Click the **Edit/View** icon to edit or view a particular application.

3. **Accreditation Information** will be displayed



a. In the **Application Information** group box, under **Details** are either 2 of these links**:**

- **View** link is for applications with active, inoperative, withdrawn, suspended and rejected status wherein application details, related documents, and detailed application form can be accessed. Here, related documents can be downloaded simply by clicking the file link. Click **View** hyperlink to display the Details of Application.



Application Summary

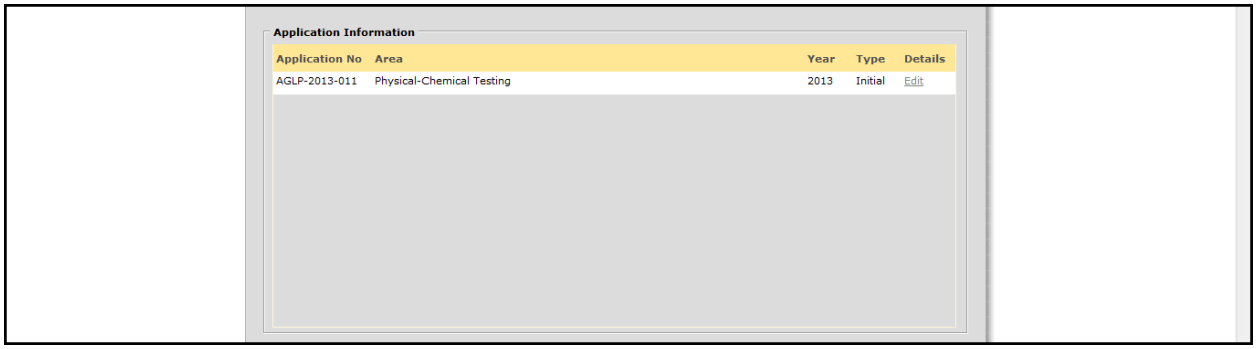
Application No:	APC-2013-002
Application Status:	Pending for Route to Field OIC or Head/Dir by Prince OIC
Certificate No:	
Scheme:	Product Certification Bodies
Field:	PC
Area:	Fire safety products
Organisation:	Alex Test Org.
ACRA No:	201001999Z
Registered As:	Local Company
Date of Application:	07/Feb/2013
Date(s) of Assessment:	
Assessment Site:	Alex Test Address Line 1, Alex Test Address Line 2 , 123456
Telephone:	12121212
Primary Activities:	Alex testing major activities of the organization.

Related Documents:

- Draft report (from lead assessor): AssessmentReport.doc
- Award letter: Awardletter.rtf
- Schedule files:
  1. CongratLetter.pdf

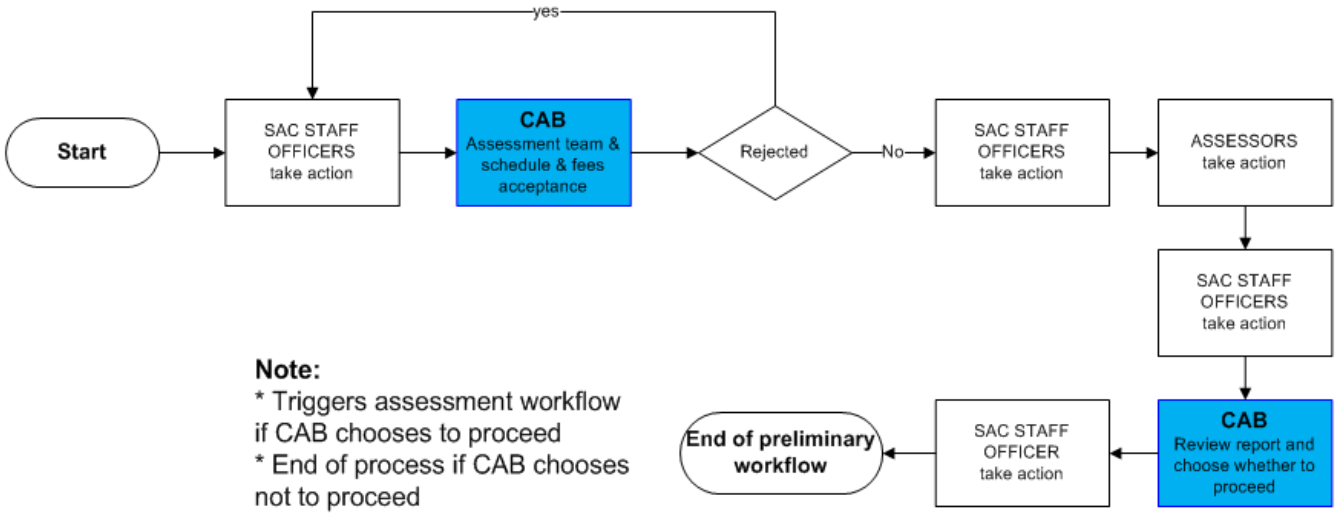
[Detailed Application Form]

- **Edit** link is for applications that were drafted but not yet submitted. Click **Edit** hyperlink to display the application form.



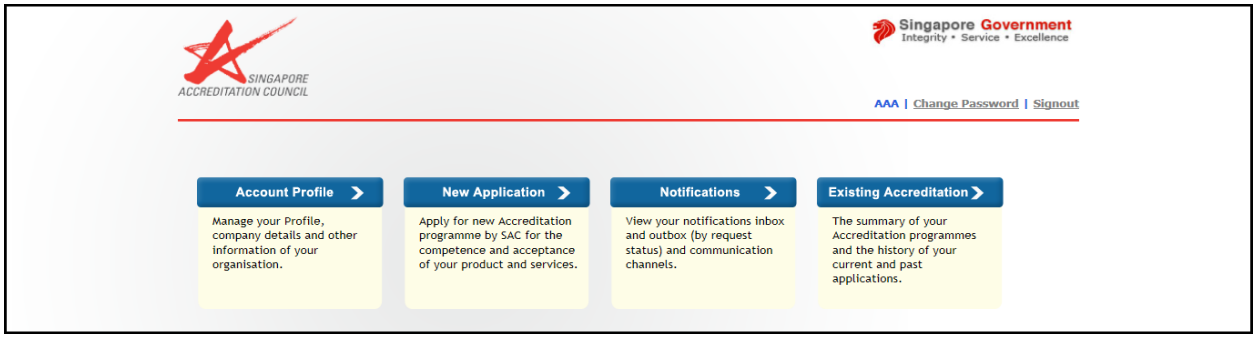
3.2 Preliminary Assessment

Workflow Diagram



3.2.1 Assessment team and schedule and fees acceptance

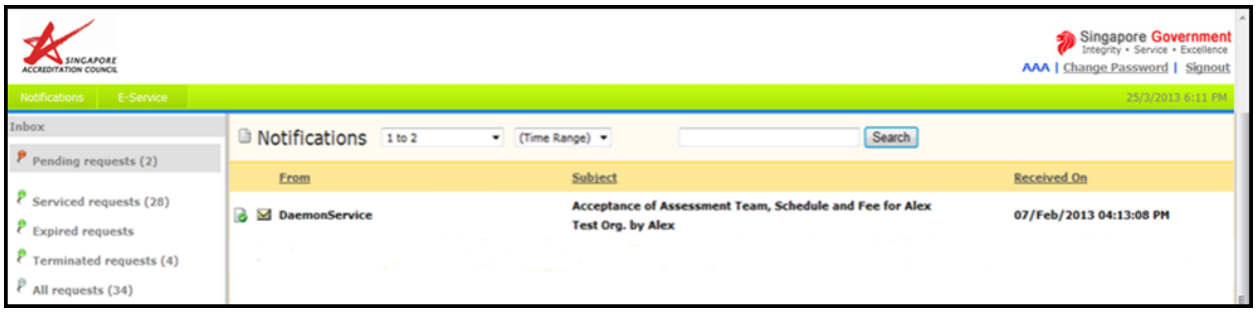
1. After successful login, proceed to **Notifications**


SINGAPORE ACCREDITATION COUNCIL
Singapore Government
Integrity • Service • Excellence
AAA | Change Password | Signout
Account Profile
Manage your Profile, company details and other information of your organisation.
New Application
Apply for new Accreditation programme by SAC for the competence and acceptance of your product and services.
Notifications
View your notifications inbox and outbox (by request status) and communication channels.
Existing Accreditation
The summary of your Accreditation programmes and the history of your current and past applications.

a. Click

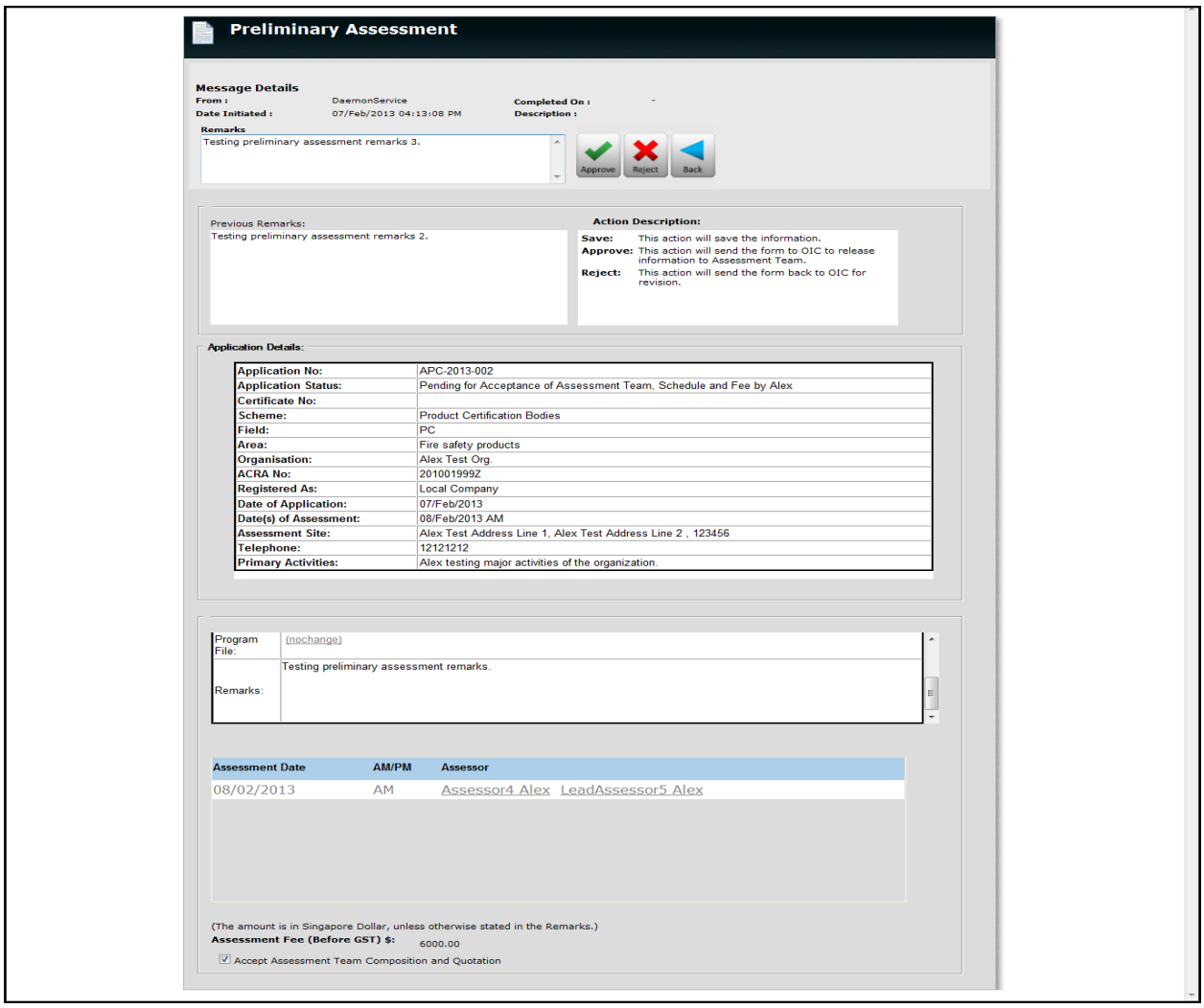
.

2. Display will be directed to Notifications page

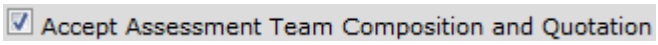


a. In your Inbox, click **Pending Requests.** At the right pane under **Notifications**, click **View** icon.

3. Preliminary assessment form will be displayed


Preliminary Assessment
Message Details
From : DaemonService
Date Initiated : 07/Feb/2013 04:13:08 PM
Completed On : -
Description :
Remarks
Testing preliminary assessment remarks 3.
Approve
Reject
Back
Previous Remarks:
Testing preliminary assessment remarks 2.
Action Description:
Save: This action will save the information.
Approve: This action will send the form to OIC to release information to Assessment Team.
Reject: This action will send the form back to OIC for revision.
Application Details:
Application No: APC-2013-002
Application Status: Pending for Acceptance of Assessment Team, Schedule and Fee by Alex
Certificate No:
Scheme: Product Certification Bodies
Field: PC
Area: Fire safety products
Organisation: Alex Test Org.
ACRA No: 201001999Z
Registered As: Local Company
Date of Application: 07/Feb/2013
Date(s) of Assessment: 08/Feb/2013 AM
Assessment Site: Alex Test Address Line 1, Alex Test Address Line 2 , 123456
Telephone: 12121212
Primary Activities: Alex testing major activities of the organization.
Program File: (nochange)
Remarks: Testing preliminary assessment remarks.
Assessment Date
AM/PM
Assessor
08/02/2013
AM
Assessor4 Alex
LeadAssessor5 Alex
(The amount is in Singapore Dollar, unless otherwise stated in the Remarks.)
Assessment Fee (Before GST) $: 6000.00
Accept Assessment Team Composition and Quotation

a. Check the details in the form. Click the **checkbox** to accept assessment team composition and quotation.

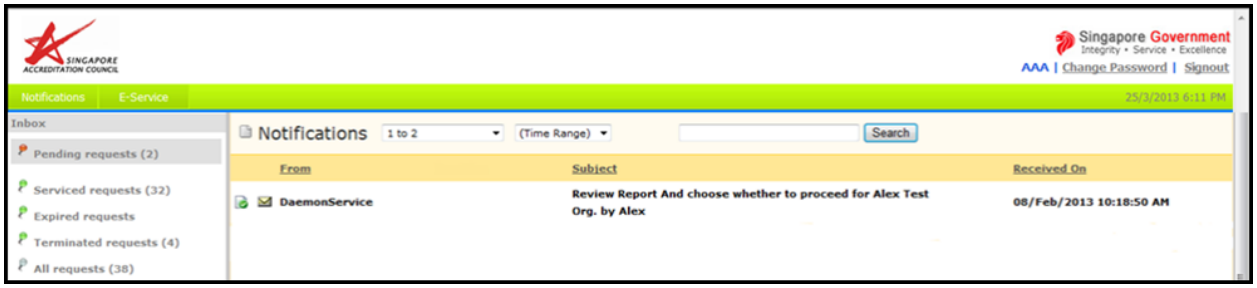


b. Click

button, and then click **OK** in the pop-up webpage message to proceed. A display of successful submission confirms completion of the action.

3.2.2 CAB review report and choose whether to proceed.

1. Go to your **Inbox** pending requests

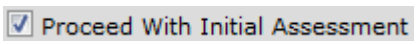


a. Click **View** icon to display preliminary assessment form.

2. Preliminary form will be displayed

a. Upload supporting documents as reference (if any) in the CAB group box.

b. Click the checkbox to proceed with the initial assessment.



c. Click

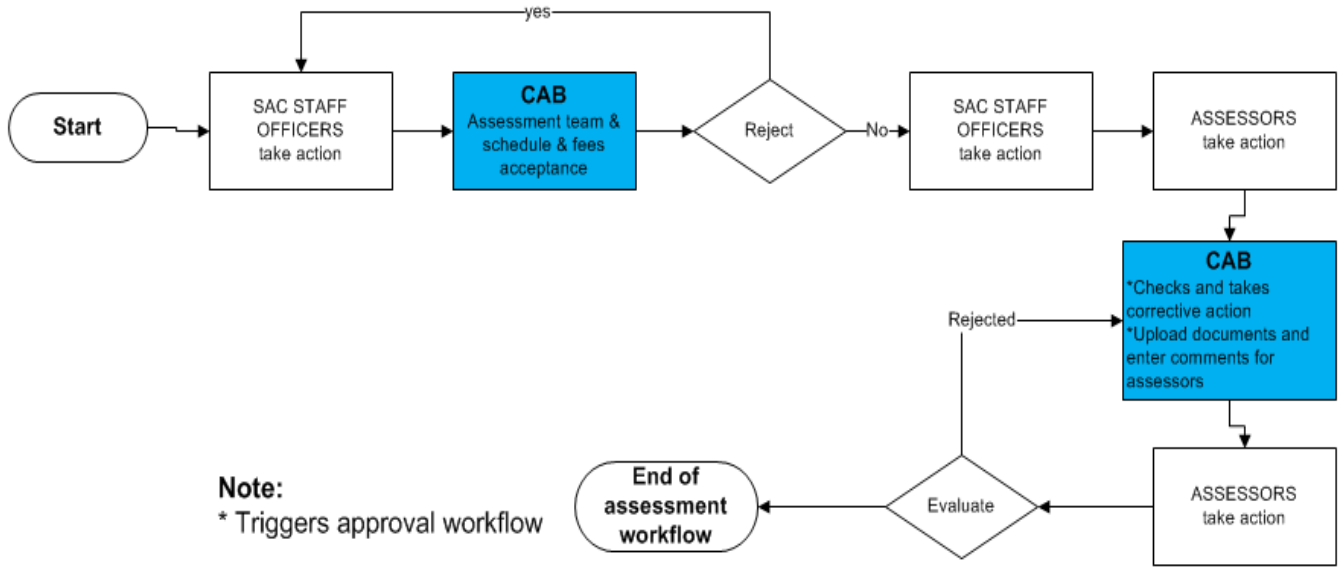
button, and then click **OK** in the pop-up webpage message to proceed.

Note:

You must click the checkbox before you click the Approve button to proceed with the initial assessment. Otherwise, the application will be terminated.

3.3 Assessment

Workflow Diagram

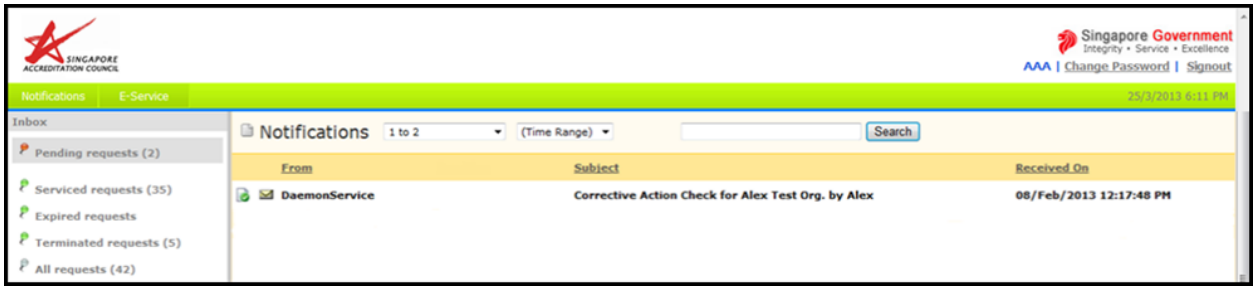


3.3.1 Assessment team and schedule and fees acceptance

Perform the same steps in 3.2.1

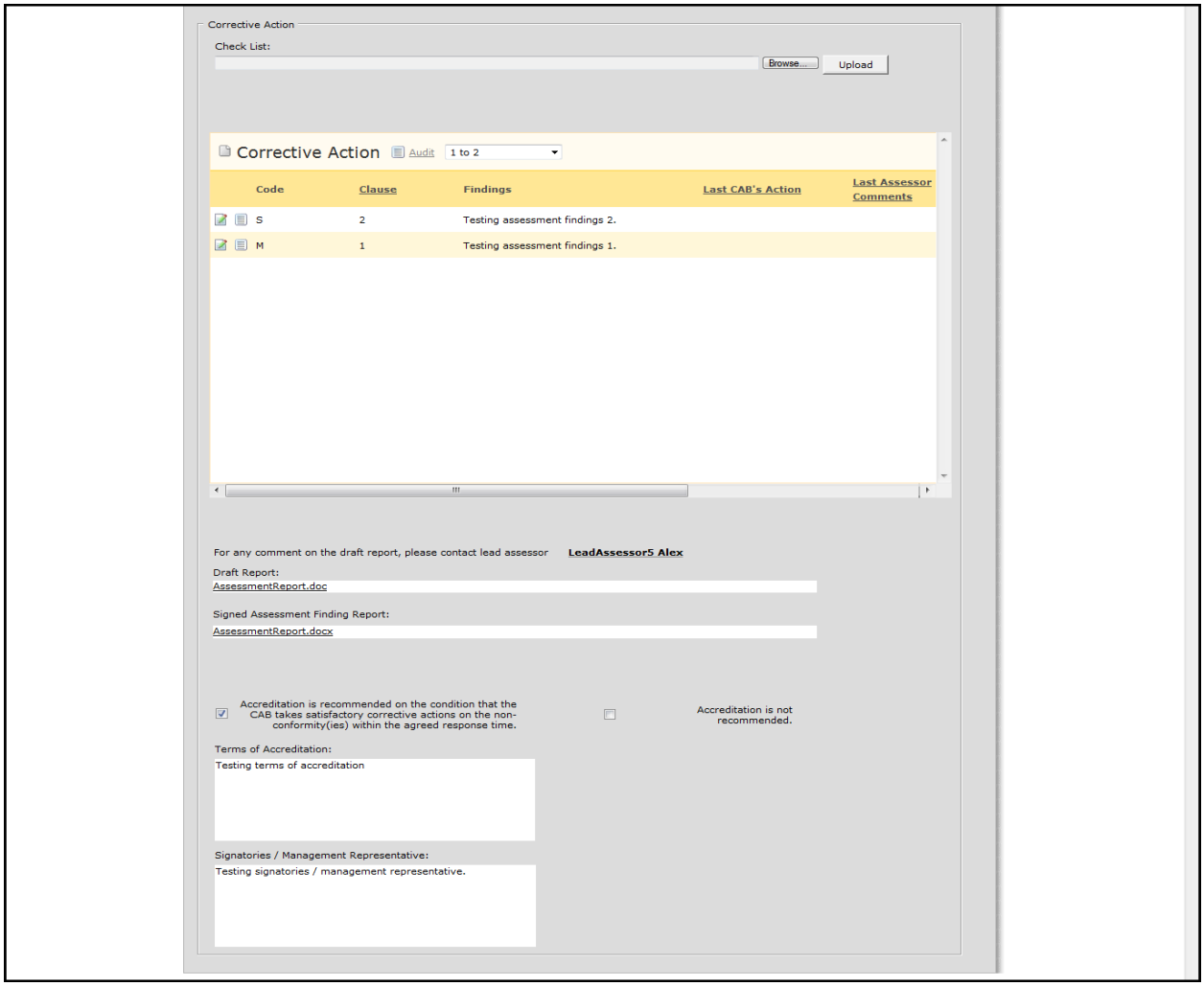
3.3.2 CAB checks and corrective action taken and comments for assessors

1. Go to your **Inbox** pending requests



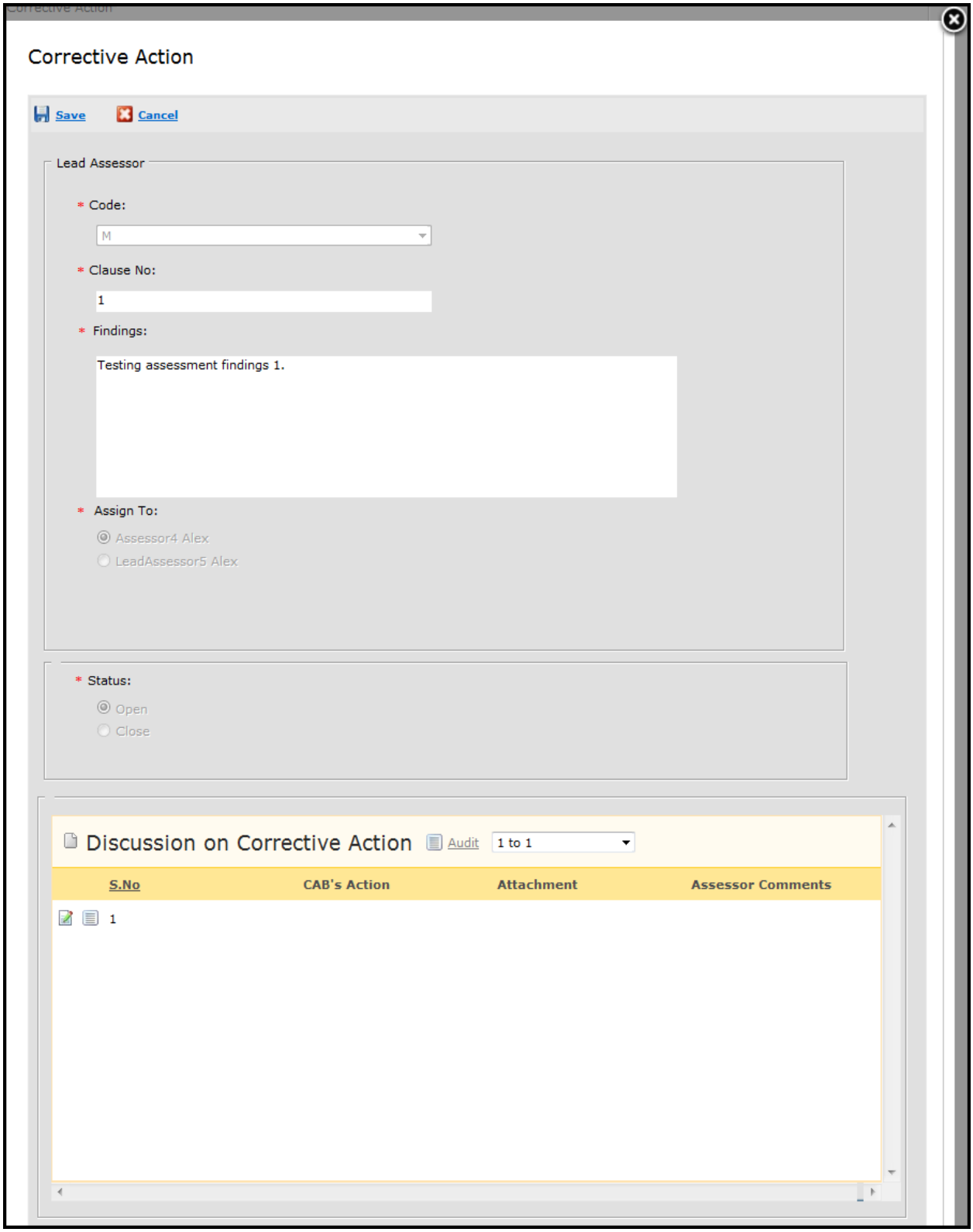
a. Click **View** icon to display preliminary assessment form.

2. Assessment form will be displayed



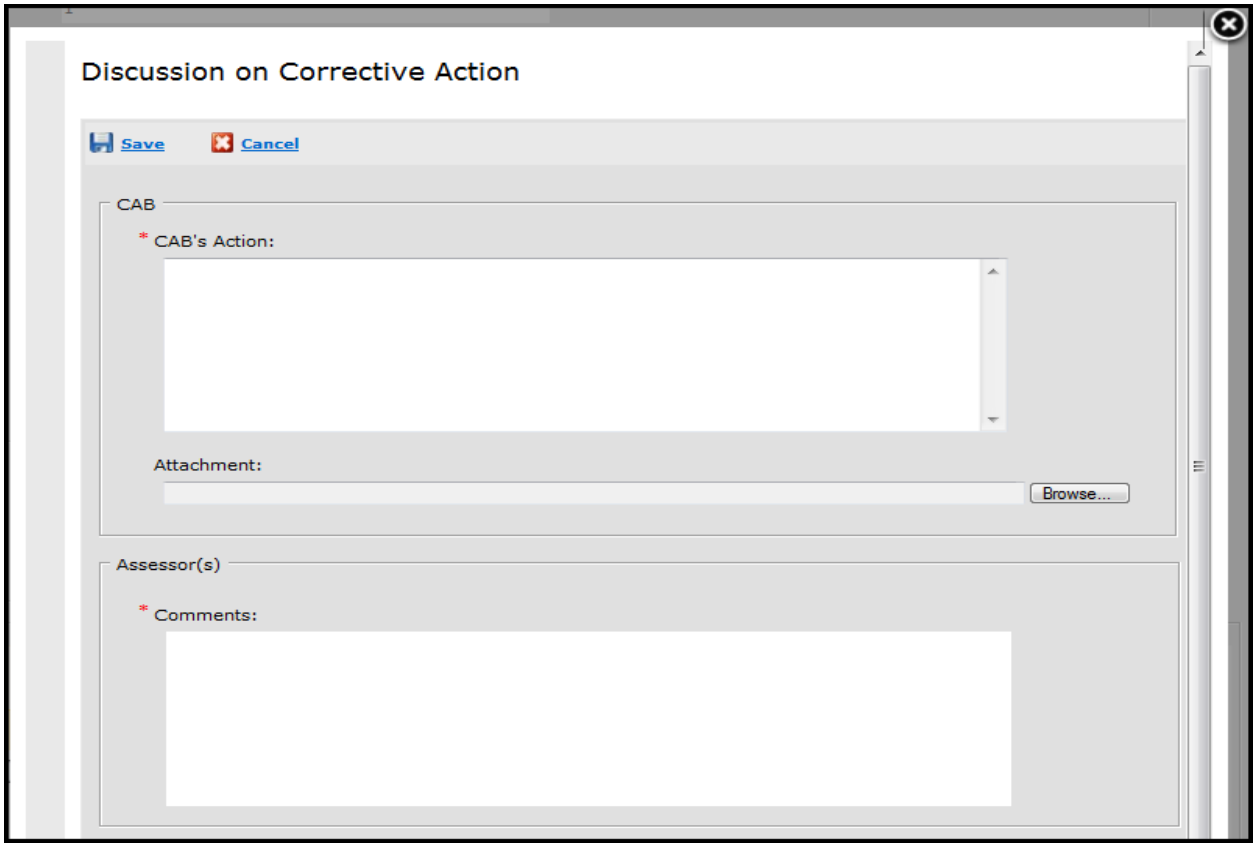
a. In the corrective action group box, click **View** icon .

3. **Corrective Action** Sub-form will be displayed



a. Click **View** icon in the **Discussion on Corrective Action** group box.

4. **Discussion on Corrective Action** sub-form will be displayed



a. Fill-in the CAB's Action text box and make necessary attachment if any, then click Save button.

b. Attachment and details entered in the Discussion on Corrective Action sub-form will then be reflected in the Corrective Action sub-form, click Save again.

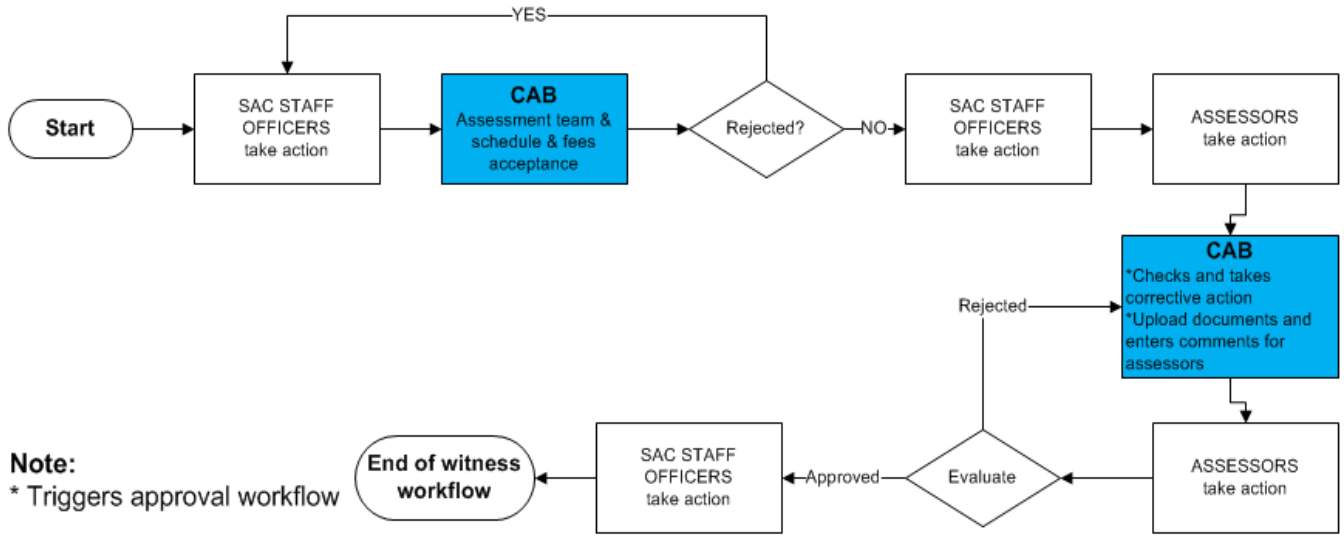
d. Display goes back to the main form, click Approve, and then click **OK** in the pop-up webpage message to proceed.

3.4 Witness Assessment

Note:

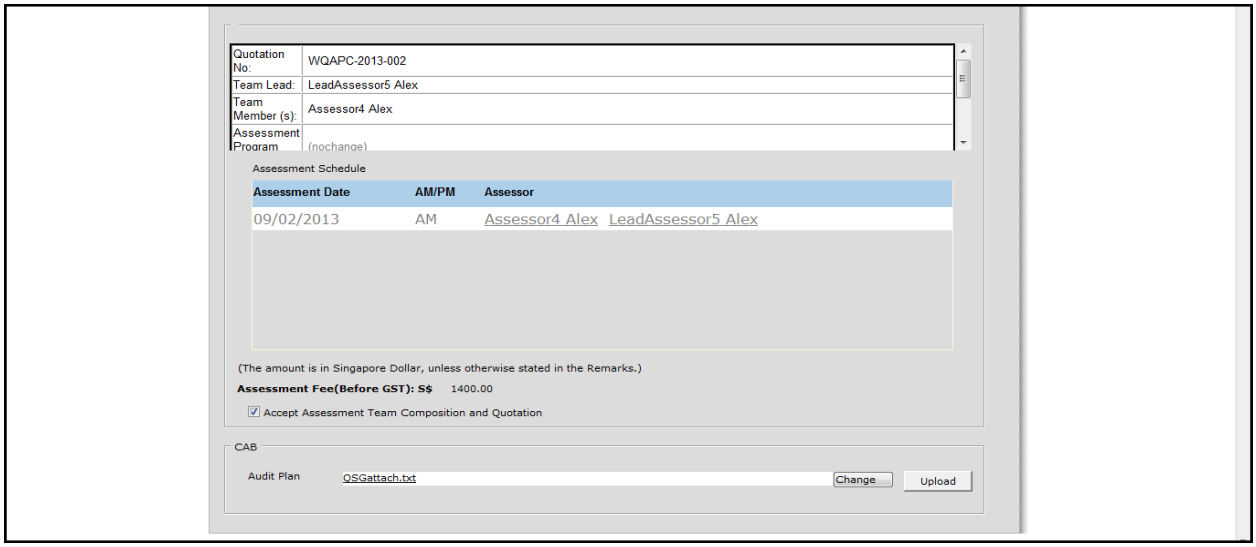
Witness assessment workflow is only applicable to 2 schemes: the **Management System Certification Bodies** and **Product Certification Bodies**.

Workflow Diagram



3.4.1 Assessment team, schedule, and quotation acceptance and attach report

Perform the same steps in 3.2.1. The only difference is that there is an action for the attachment of an audit plan to be added.

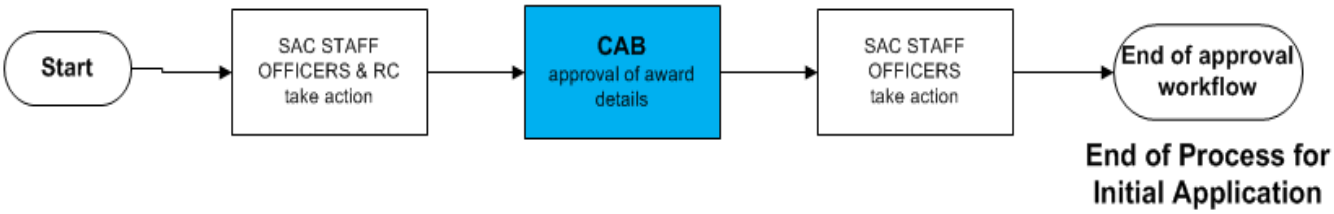


3.4.2 CAB checks and corrective action taken and comments for assessors

Perform the same steps in 3.3.2

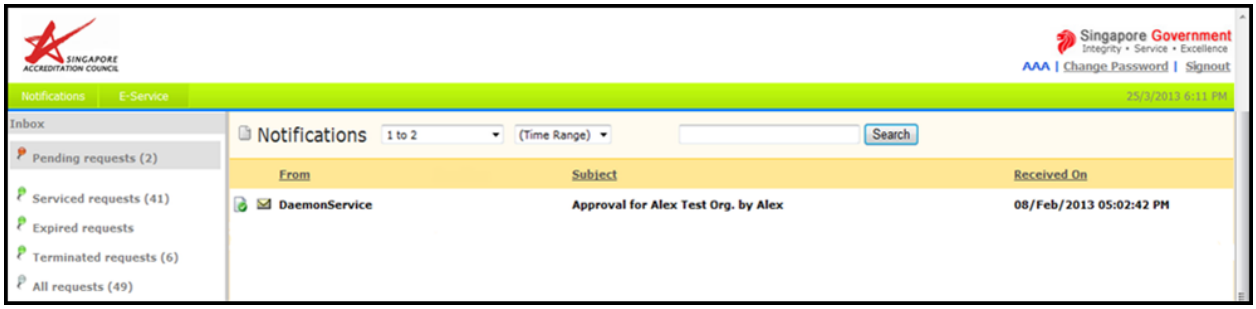
3.5 Approval

Workflow Diagram


Start
SAC STAFF OFFICERS & RC take action
CAB approval of award details
SAC STAFF OFFICERS take action
End of approval workflow
End of Process for Initial Application

3.5.1 Approval of award details from CAB

1. Go to your **Inbox** pending requests

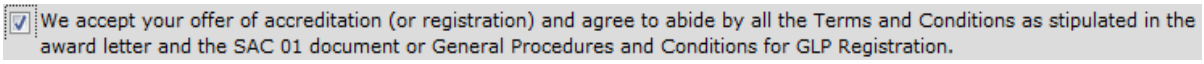


   a. Click **View** icon to display approval form.

2. Approval form will be displayed

Approval Form
Message Details
From : DaemonService
Completed On :
Date Initiated : 08/Feb/2013 05:02:42 PM
Description :
Remarks
Testing approval workflow remarks 6.
Save
Approve
Back
Previous Remarks:
Testing approval workflow remarks 5.
Action Description:
Save: This action will save the information.
Approve: This action will send the form to AE release of schedule information, and also to OIC to upload relevant documents and approve.
Application Details
Application No: APC-2013-002
Application Status: Pending for award letter approval by Alex
Certificate No:
Scheme: Product Certification Bodies
Field: PC
Area: Fire safety products
Organisation: Alex Test Org.
ACRA No: 201001999Z
Registered As: Local Company
Date of Application: 07/Feb/2013
Date(s) of Assessment: 09/Feb/2013 Full Day
Assessment Site: Alex Test Address Line 1, Alex Test Address Line 2 , 123456
Telephone: 12121212
Primary Activities: Alex testing major activities of the organization.
Award Letter Details:
Award Letter: Awardletter.rtf
Award Date: 11/Feb/2013
Certificate No: CN-000010
Schedule File: AssessmentReport2.docx
Area: Fire safety products
We accept your offer of accreditation (or registration) and agree to abide by all the Terms and Conditions as stipulated in the award letter and the SAC 01 document or General Procedures and Conditions for GLP Registration.
Please help us serve you better by submitting your feedback through our survey form.

a. At the lowermost part of the form, click the checkbox to accept offer of accreditation.


We accept your offer of accreditation (or registration) and agree to abide by all the Terms and Conditions as stipulated in the award letter and the SAC 01 document or General Procedures and Conditions for GLP Registration.

b. If you wish to submit your feedback to SACiNet, click the survey form hyperlink. Refer to 5.1 to complete the steps.

c. Click

button, and then click **OK** in the pop-up webpage message to proceed.

4. SURVEILLANACE, RENEWAL, AND NON-ROUTINE ASSESSMENT

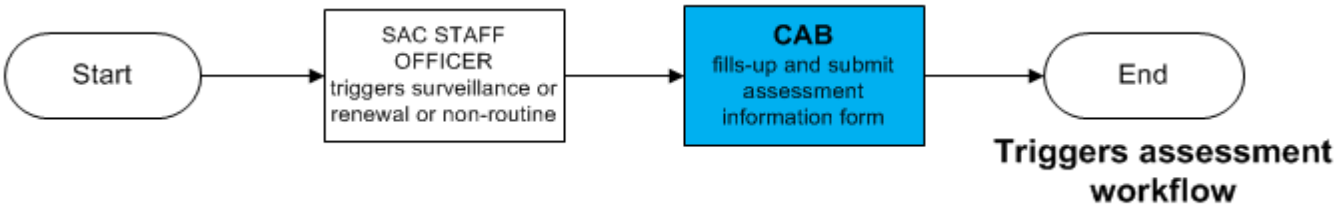
When an initial application is successful, succeeding processes will be in the form of Surveillance, Renewal, or Non-Routine assessment.

For the first cycle, **Surveillance** assessment is done each year in the next two (2) consecutive years after the initial accreditation has been awarded. For subsequent cycles, it will be conducted each year in the next three (3) consecutive years after the renewal assessment. It will be initiated before the anniversary date which is a year succeeding the award date of the initial accreditation. **Renewal** assessment is to be initiated before the expiry date which is normally four (4) years succeeding the award date. **Non-Routine** assessment, however, can be initiated or performed at any time after initial accreditation is awarded, when CAB wishes to expand the coverage of its accreditation.

Either of these assessments will be initiated by the **SAC Staff Officer**. CAB will receive instructions through email notification, prompting them to visit **SACiNet** to take action.

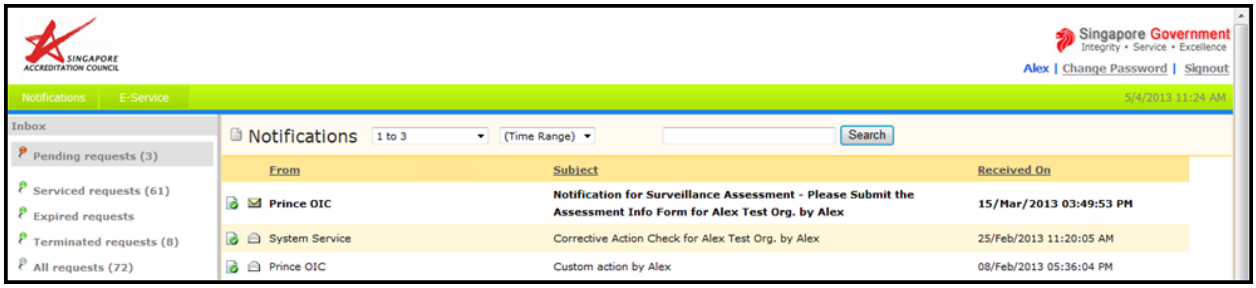
4.1 Assessment Information Form Submission

Workflow Diagram



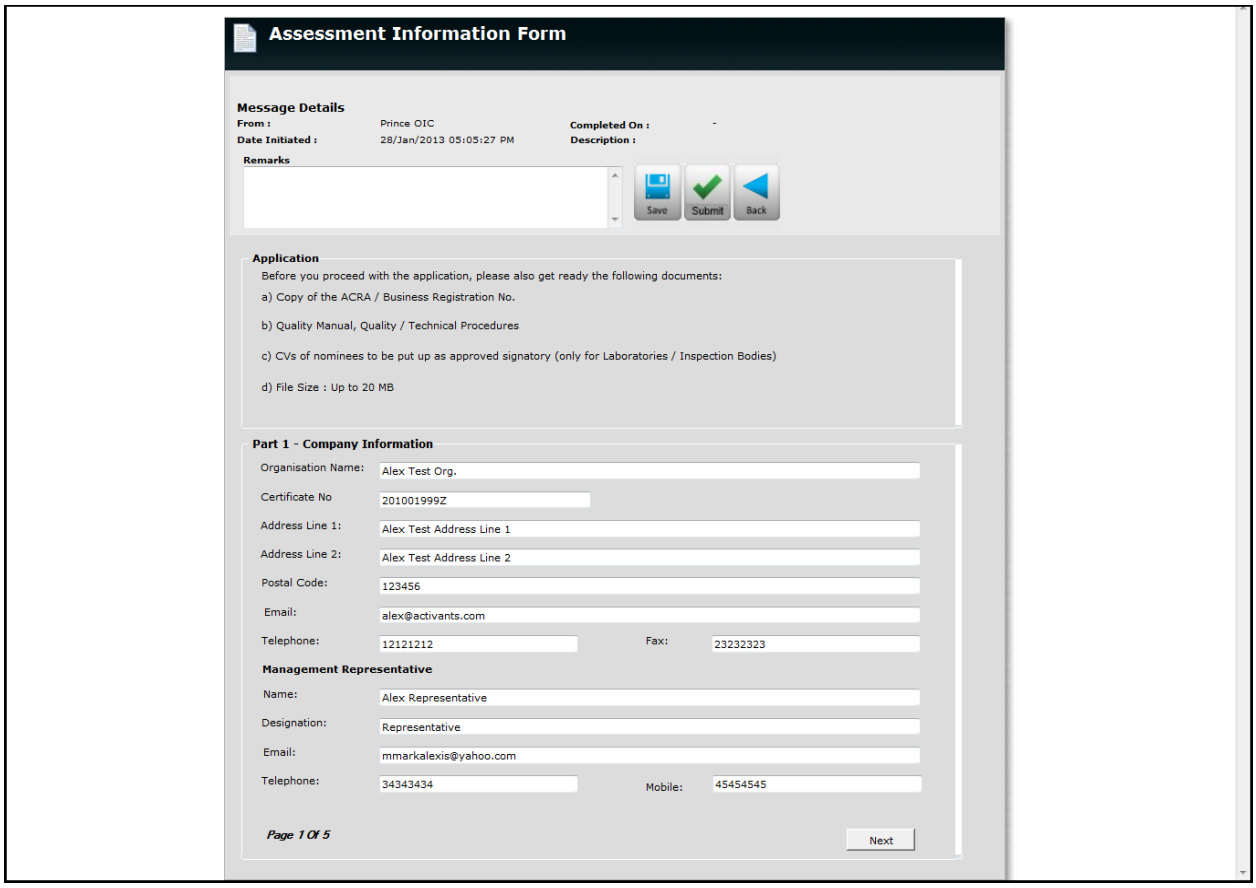
4.1.1 Submit assessment information form

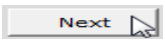
1. Go to your **Inbox** pending requests



a. Click **View** icon.

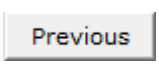
2. Assessment Information Form will be displayed


Assessment Information Form
Message Details
From : Prince OIC
Date Initiated : 28/Jan/2013 05:05:27 PM
Completed On :
Description :
Remarks
Save
Submit
Back
Application
Before you proceed with the application, please also get ready the following documents:
a) Copy of the ACRA / Business Registration No.
b) Quality Manual, Quality / Technical Procedures
c) CVs of nominees to be put up as approved signatory (only for Laboratories / Inspection Bodies)
d) File Size : Up to 20 MB
Part 1 - Company Information
Organisation Name: Alex Test Org.
Certificate No 201001999Z
Address Line 1: Alex Test Address Line 1
Address Line 2: Alex Test Address Line 2
Postal Code: 123456
Email: alex@activants.com
Telephone: 12121212
Fax: 23232323
Management Representative
Name: Alex Representative
Designation: Representative
Email: mmarkalexis@yahoo.com
Telephone: 34343434
Mobile: 45454545
Page 1 Of 5
Next

a. Part 1 of Assessment Information Form will display the company profile. Click 

to proceed to the next page of the form.

b. Complete all fields, update any changes in page 1-5 and upload necessary documents.

c. Click 

button to go back to the previous page.

d. Click button to save changes and new entries without submitting.

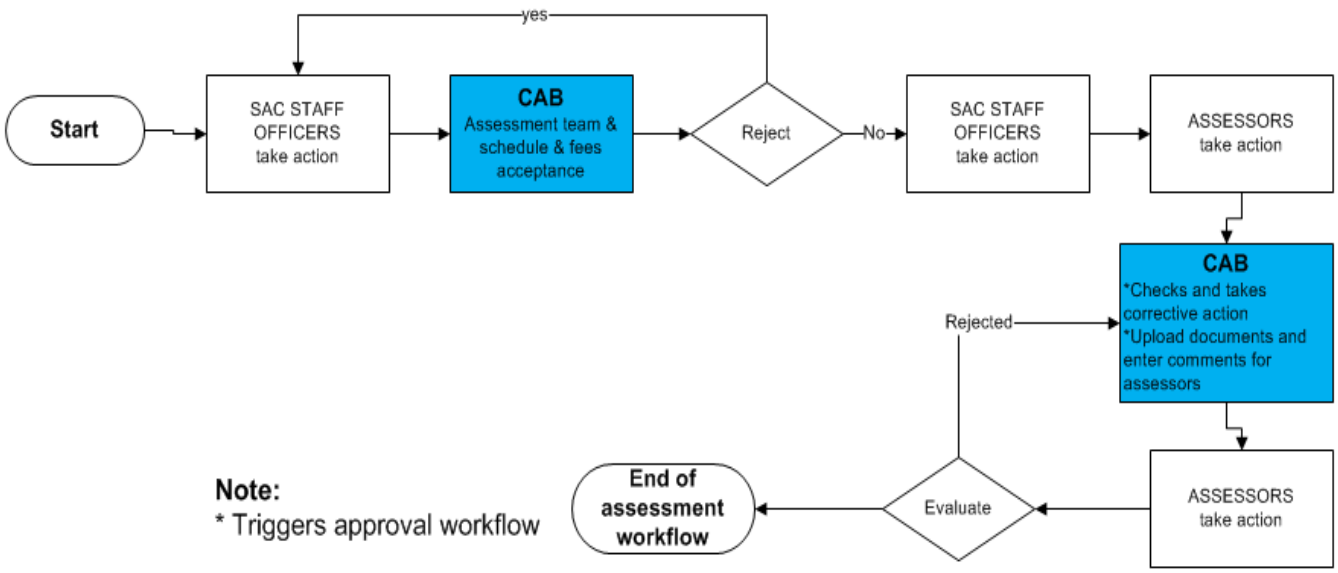
e. Click button to submit assessment information form.

Note:

Successful submission of this form will be confirmed and acknowledged through a confirmation email sent by **SACiNet**.

4.2 Assessment

Workflow Diagram



4.2.1 Assessment team and schedule and fees acceptance

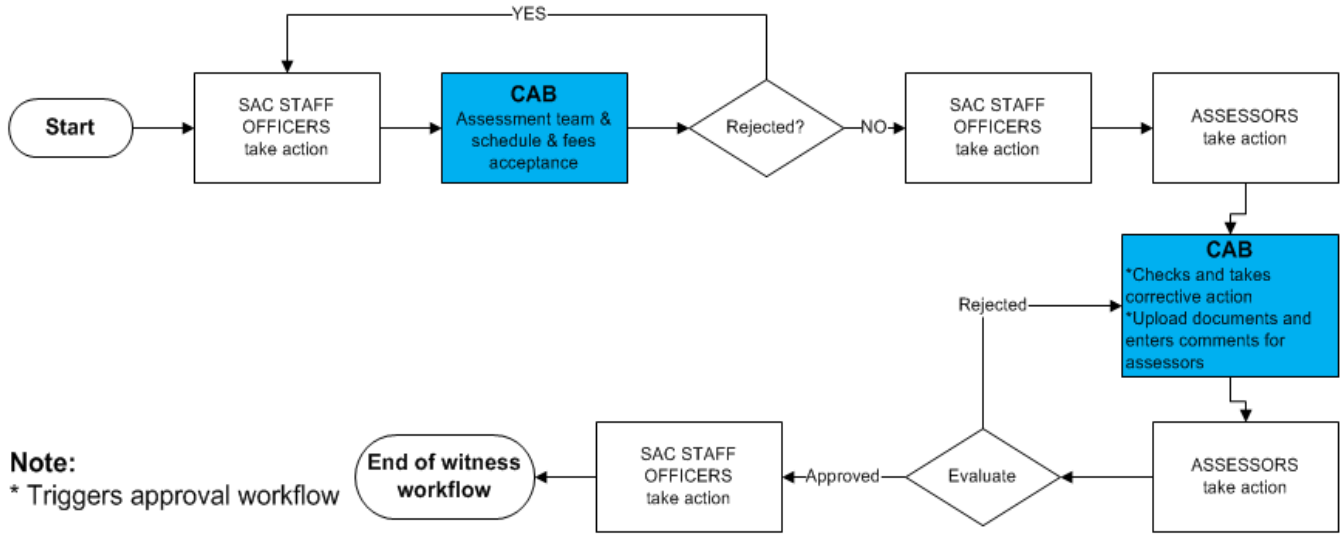
Perform the same step in 3.2.1

4.2.2 CAB checks and corrective action taken and comments for assessors

Perform the same steps as in 3.3.2

4.3 Witness

Workflow Diagram



4.3.1 Assessment team, schedule, and quotation acceptance and attach report

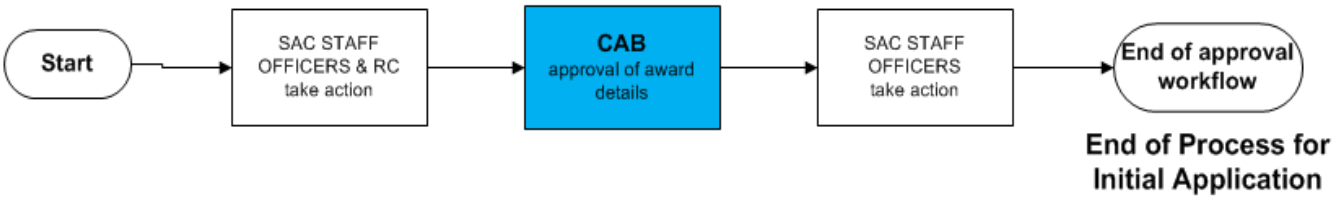
Perform the same steps as in 3.4.1

4.3.2 CAB checks and corrective action taken and comments for assessors

Perform the same step in 3.3.2

4.4 Approval

Workflow Diagram


Start
SAC STAFF OFFICERS & RC take action
CAB approval of award details
SAC STAFF OFFICERS take action
End of approval workflow
End of Process for Initial Application

4.4.1 Approval of award details from CAB

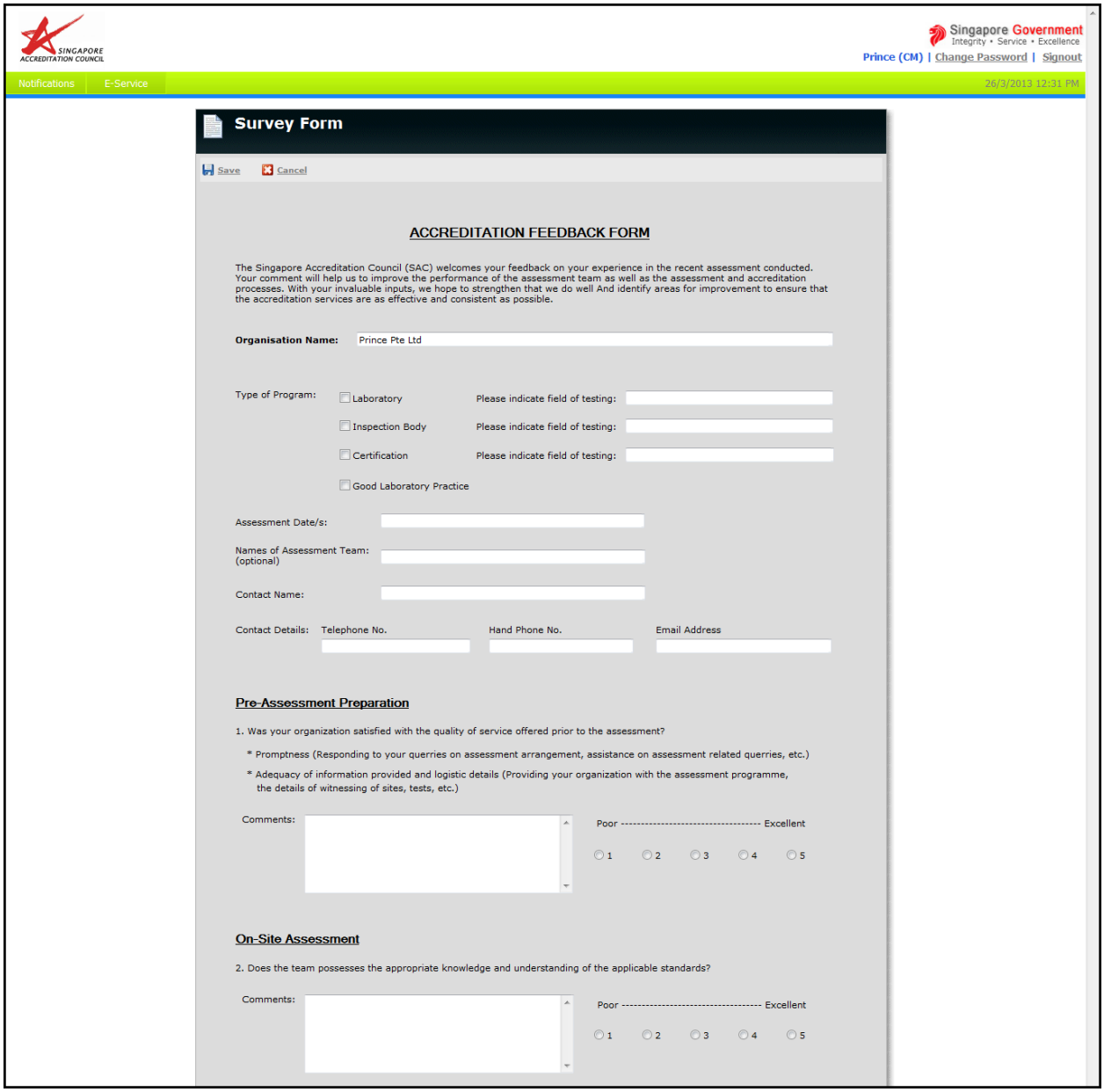
Perform the same steps as in 3.5.1

5. SURVEY FORM

The survey form is to gather feedbacks to improve **SACiNet**.

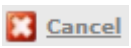
5.1 How to fill-up and submit survey form?

1. From steps in 3.5.1, click survey form hyperlink to display the form


SINGAPORE ACCREDITATION COUNCIL
Singapore Government
Integrity • Service • Excellence
Prince (CM) | Change Password | Signout
Notifications
E-Service
26/3/2013 12:31 PM
Survey Form
Save
Cancel
ACCREDITATION FEEDBACK FORM
The Singapore Accreditation Council (SAC) welcomes your feedback on your experience in the recent assessment conducted. Your comment will help us to improve the performance of the assessment team as well as the assessment and accreditation processes. With your invaluable inputs, we hope to strengthen that we do well And identify areas for improvement to ensure that the accreditation services are as effective and consistent as possible.
Organisation Name:
Prince Pte Ltd
Type of Program:
Laboratory
Please indicate field of testing:
Inspection Body
Please indicate field of testing:
Certification
Please indicate field of testing:
Good Laboratory Practice
Assessment Date/s:
Names of Assessment Team: (optional)
Contact Name:
Contact Details:
Telephone No.
Hand Phone No.
Email Address
Pre-Assessment Preparation
1. Was your organization satisfied with the quality of service offered prior to the assessment?
* Promptness (Responding to your querries on assessment arrangement, assistance on assessment related querries, etc.)
* Adequacy of information provided and logistic details (Providing your organization with the assessment programme, the details of witnessing of sites, tests, etc.)
Comments:
Poor ---------- Excellent
1 2 3 4 5
On-Site Assessment
2. Does the team possesses the appropriate knowledge and understanding of the applicable standards?
Comments:
Poor ---------- Excellent
1 2 3 4 5

a. Fill-up the fields with your specified details, indicate the rate of satisfaction in the different aspects as asked within the form, and include all your comments (if any).

b. Click button at the top left corner of the form to save and submit your feedbacks.

c. You can click  button if you do not want to submit it.